



Statement of Purpose

Oakwood Court College

29th April 2016

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Provider Legal Status:	Limited Company
Registered Company No:	03586426
CQC Provider ID:	1-101661805
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Location Details:	<p>5/9 Oak Park Villas Seaway Bungalow Dawlish Little Weak Lane Devon Dawlish EX7 0DE EX7 0LS</p> <p>Torpoint Campus* 5/7 St James Road Torpoint PL11 2BJ</p> <p>[* unregistered currently no personal care delivered]</p>
Telephone numbers:	Dawlish Campus; 01626 864066 Seaway Bungalow; 01626 864066
Location email address:	info@oakwoodcourt.ac.uk
College Principal:	Mr Paul Hannan
CQC service types provided:	Specialist College Service (SPC)
Regulated activities carried out:	Accommodation for persons who require nursing or personal care
Registered Manager/s:	Mr Jamie Routledge- Full time (awaiting fit persons interview)

	Mrs Jenna Kenny- 26hrs/4 days per week
Registered Manager email address:	<p>jkenny@oakwoodcourt.ac.uk jroutledge@oakwoodcourt.ac.uk</p>
Organisational Structure of the Residential service:	<p>The line management of the Oakwood residential services Registered Managers is to the Head of Residential Services - Jamie is an experienced manager and holds an NVQ Level 3 and 4 in Health and Social Care and is working towards his level 5 qualification. He has undertaken a wide variety of training within the sector including, Supervision of Staff, Disciplinary and Grievance, Mental Capacity Act 2005, Safer Recruitment, Safeguarding, Child Protection, Administration and storage of Medication, Epilepsy, First Aid and other mandatory and specialist courses.</p> <p>Jenna Kenny is the other Registered Manager of Oakwood Court. Jenna holds NVQ's level 5 in leadership and management.</p> <p>Oakwood Court has a core support team of 26, the team is both gender and skills balanced. This includes the 2 Registered Managers, 5 FTE Shift Leaders, 13 FTE Residential Support Workers and 1 FTE cleaner. There are 4 FTE designated night employees within the team.</p> <p>Seaway bungalow has a team of 6 FTE including a team leader</p> <p>Torpoint has 2.5 FTE inclusive of a 0.5 FTE team leader</p>

Section 1 – Aims and Objectives

Philosophy of Care Statement

Phoenix Learning and Care aims to provide the best possible support services for those who are unable to care for and support themselves without help.

In providing this support, Phoenix Learning and Care strive at all times to respect the right of the people we support to make personal choices, to enjoy privacy and to have their own personal space. We will ensure that our services offer caring, supportive and stimulating environments in which people we support are encouraged to participate in reaching decisions affecting their support. It will help people we support to become and to remain as self-reliant and independent as possible.

People we support and their relatives, so far as is practical, will be fully involved in the development, implementation and monitoring of support plans and care packages.

Aims and objectives

Going to college can be a truly rewarding experience both academically and as part of gaining increased social skills to integrate into society as adults. Oakwood Court College (including its two satellite sites at Seaway Bungalow and Torpoint Campus) provides a safe caring environment that caters for young adults with complex needs and has previously supported Students with autism, including; Asperger's, medically identified syndromes including; Tourettes, ADHD, epilepsy, mild cerebral palsy, dyspraxia, Klinefelters and Prada Willi Syndrome.

Students attend Oakwood Court College for a placement lasting up to 3 years our aim is to provide a working and learning environment that is non-institutional. Our teams are experienced and trained to support Students to progress in all areas of life, and enable them to develop skills that support their journey towards independence. This includes; menu planning, shopping, meal preparation, use of public transport, safety in the community, maintaining personal hygiene and a reasonable understanding of how to maintain a home. Some of our College alumni have gone onto supported living services in the Dawlish/Teignmouth area.

The residential service is provided by experienced team members with an awareness of the difficulties and barriers that the individual's disability and behaviour may present.

Phoenix Learning & Care strive to:

- Enable people we support to live valued and fulfilled lives and be participant in the community.
- Provide each person we support the opportunity to make informed choices in as many aspects of their lives as possible.
- Afford every person we support privacy & be treated with respect/dignity.
- Empower & enable people we support to have control over their lives making progress in overcoming the effects of their own physical, emotional or educational difficulties.
- Facilitate social awareness for individuals to know when and how to help others.
- Offer people we support choice, opportunities for self-expression and support to develop their full potential recognising their own talents, gifts and potential.
- Ensure people we support will be treated as an individual and have a person centred support package specifically tailored to meet their needs. This will be based on an assessment of their needs.
- Facilitate individual's cultural and religious needs and wishes which will be fully adhered to at all times.
- Facilitate contact with his or her family and relatives.
- Ensure every person we support to have his or her individual interests and needs considered at all times, and these will be at the forefront of the philosophy of the service.
- Ensure every person we support will be protected from racial, sexual, cultural or religious discrimination.
- Work in partnership with the Care Quality Commission, Ofsted, Multi-disciplinary teams, health professionals, families and other relevant agencies.
- Monitor and evaluate the Service we provide on a regular basis.
- Continuously explore ways of improving and developing the service.
- All Colleagues regardless of job title/role will promote, deliver and maintain a high quality service.

Dignity and privacy

The importance of respecting the individual's right to dignity and privacy underpins the Service, organisational philosophy, principles of care and values. This belief is carried by the Support team through into induction, training, organisational codes of conduct, support, operational policies/procedures and internal audit.

Individuals we support will be referred to by their name of choice, and are spoken to in a respectful manner. Colleagues are aware that even where Students receive 1:1 support they must be afforded privacy and personal space.

Regulated Activity - Personal Care

Personal Care support includes help with:

- Getting up/going to bed
- Dressing/undressing
- Bathing, hair care, oral hygiene, shaving
- Use of toilet and associated personal hygiene
- Eating and drinking, kitchen cleaning/hygiene
- Support with non-prescribed creams, preparations etc., and prompting or administration of prescribed medication, overseeing ordering collection/safe storage of medication.
- Support with personal safety
- Advice, encouragement and emotional and psychological support

Oakwood court does not provide nursing care, any Student requiring nursing support would have this coordinated with the local health services via, for example, the District Nurse.

Location of the Service

The Devon campus of the College is located in the picturesque seaside town of Dawlish. The regional capital city of Exeter is 12 miles from the College and is easily accessible via car, bus or main-line train as are the local towns of Newton Abbot, Paignton, Totnes and Torquay. Motorway access is a 10 miles drive along the A379 to the M5 (Junction 30).

The town of Dawlish has a wide variety of shops and services, including medical services, community swimming pool and leisure centre. The beach is within a 10 minute walk from the College. The surrounding countryside provides excellent opportunities for walking, cycling, fishing and beach sports. The National Park of Dartmoor is approximately 20 miles away and provides a base for many activities organised by the College.

The Accommodation offered

The Devon campus can provide accommodation and personal care support for up to 30 Students across two buildings on the Dawlish site either on the main Oakwood premises or the adjacent Camellia House (this has three 'pods' each of which can accommodate six Students making 18 Students in total).

All bedrooms are furnished with a bed, provision for the storage of clothing and other personal items. The College does not provide televisions, DVD players, stereo systems, mobile phones or game consoles. Students are welcome to bring their own possessions including electrical items and we will ensure that the systems are safely set up.

Each residence has its own bath/shower and toilet facilities. Kitchen/dining areas are integral and there is a bright communal sitting room.

Additionally 'Seaway' is a three bedroom single storey three bedroom property located in Dawlish but not on the College campus that can accommodate up to two Students at a time. This bespoke service is a satellite of Oakwood Court College and provides educational outreach services to Students who at time of entry would be unable to engage in education in a more conventional environment. The service is run in line with all regulatory requirements and organisational expectations. Provision at Torpoint mirrors that of the Dawlish campus. The Oakwood College residential service is led and overseen by our two experienced Registered Managers reporting into the operations manager Jared Kenny. The enabling team will consist of junior and senior Colleagues who are all experienced and competent at working with complex Young People. Regular visits are made to all sites by the Head of Residential Support Services, the Principal and two Curriculum Managers to provide continuity of communication and monitoring of provision

Fire and Emergency Precautions and Procedures

Oakwood Court has a full fire alarm system and smoke alarms in all areas of the residencies. Fire extinguishers are placed throughout the buildings and fire blankets are placed in the kitchen. All fire prevention equipment is checked and tested regularly by a dedicated maintenance team. Fire extinguishers have annual inspections by a fire prevention company.

The fire alarm and emergency lighting is inspected annually and certificates issued. The residencies conduct regular fire drills including a night drill. All Students are made aware of the fire evacuation procedure, which is also displayed within the residence in written format and picture format. Records of all checks and drills are kept at the residence. Colleagues receive fire training on a regular basis and attendance records are kept on personnel files.

The electrical system is inspected at 5 year intervals and certificates are kept at the residence. The college has a dedicated maintenance team who are available

24 hours a day in case of emergency work or systems breakdowns. Our Colleagues are aware of procedures to use in case of water leaks, vehicle breakdowns and infection control.

All electrical items (including those brought in by Students) are PAT tested annually.

Admission Criteria

Oakwood Court College does not take any emergency admissions. The process for admission is overseen by Careers South West. The Transitions Coordinator will request pre-assessment information by using the College pre-assessment documentation and from this the college will design an assessment process to suit the individual which will be created in order to assess support needs, main aims of the placement and to identify any risks.

A Student *Learner profile* is produced together with an impact risk assessment the senior managers at the college study each referral and makes a decision as to whether or not the College can meet the assessed needs. Funding applications are submitted to the appropriate agencies who will then notify the individual on whether their application has been successful.

Age Range and Gender

Oakwood Court provides a residential service to young adults between 16 and 25 years of age, it is a mixed gender residence.

Sleeping arrangements

Each Student has their individual bedroom and their own key for their room. They are encouraged to personalise their room. All soft furnishings and bedding are flame retardant to promote fire safety.

Before entering a Student's room the Colleagues will knock on the door and wait for a response unless the support team believe the Student is at significant risk. Colleagues at Oakwood hold a master key which they can use in the event of an emergency. The bathroom/wash facilities in each residence are fitted with locks.

Supporting Cultural, Linguistic and Religious needs

The Support Team at Oakwood Court are consciously aware of the ways in which certain Groups within society are disadvantaged, particularly in relation to age, gender, ethnicity, religion, class, disability and sexual preference. In order to help address potentially inequality and disadvantage, the Oakwood Court team embraces Diversity. Students will be encouraged to thrive and flourish culturally.

The Support Team will work in partnership with Students and family members to facilitate religious observance including; attendance at religious services, following any specific dietary requirements and participation in religious customs

and procedures a Student may wish to partake in, provided there is no risk of significant harm.

Whilst their own culture will be encouraged, so too will an understanding and tolerance of alternative cultures through for example, mediums such as film, literature, music, dance and drama, art, and food. Linguistic needs are assessed where appropriate and support and strategies put in place to support.

Complaints Procedure

Phoenix prides itself on its quality assurance processes and feedback is always welcome as part of our goal to constantly improve the Service we provide.

Compliments and Complaints are a constructive way of helping us to provide a better Service. We help Students and their families understand why the complaints procedure exists and how to use it. We encourage people who use our Service to raise any concerns that they may have straight away in order that they can be resolved as soon as possible to everyone's satisfaction. Whenever possible, complaints should be dealt with informally.

Phoenix takes all complaints seriously and operates a rigorous complaints procedure. Making a complaint will not jeopardise the service for the Student, neither will they suffer any recrimination in the way they are treated in any way.

We always welcome compliments as these help identify what we do well but we also recognise that sometimes things go wrong, but if a Student is unhappy with any aspect of our support service we would like to know. If a Student needs to make a complaint, a member of the Support Team can offer help. It is acknowledged, however, that a Student may need help from someone outside of the immediate Support Team and therefore, the Students have the services of VOCAL, an independent advocacy service.

Should the Student wish to make a complaint they may do so in any of the following ways by:

- Speaking to the appropriate Support team members on duty. They, in turn, will inform the Registered Manager who will acknowledge and record the complaint as soon as possible.
- Speaking or writing directly to the Registered Manager, who will write and advise the Student of the action being taken in response to their complaint.
- Contacting Phoenix Learning and Care's Head Office in Barnstaple.

All Complaints will be acknowledged within 72 hours unless the complaint is of a safeguarding or child protection nature, where it will be dealt with under the Safeguarding procedure. For complaints that are dealt with locally, the complainant will receive written notification of the outcome of the investigation and details of any action taken to resolve the complaint within 7 days.

Complaints that are dealt with by way of formal consideration will be resolved within 28 days of the request for formal consideration.

A record of complaints is kept at the College and is closely monitored by the manager and the Phoenix organisation through its governance procedures.

Finally, the team acknowledges the importance of Students and their families having the right to complain to the CQC directly.

On arriving at the College Students and their families are given information about the Complaints procedure. The procedure is displayed within the residence in written form and picture form. Students, who find difficulty in writing, will have members of the Phoenix team to assist them when making any form of complaint.

Professional Bodies also follow the same procedure and can send their complaint to feedback@plcl.or.uk

Regulatory Inspection Reports

Oakwood Court College is registered with Ofsted and the Care Quality Commission and is inspected at periodic intervals. Copy of the most recent reports are displayed within the residencies and on the Phoenix Learning & Care website.

Section 2 – Student Involvement, Views Wishes and feelings

Students are encouraged and supported to make decisions about their individual lives as well as the ways in which Oakwood Court is managed.

We aim to consult in ways that are sensitive and aware with regard to any religious, ethnicity, cultural and linguistic needs. The use of an interpreter and/or advocate is used whenever necessary in consulting with Students. Consultation is encouraged through, for example, Key Worker time and House meetings where Students and at least two Colleagues meet to discuss any issues which Students might have. The views of Student's families and significant others are also taken into account.

The Students are encouraged and supported in raising any concerns, ideas, wishes/needs and changes to the operational structure of the residence. These could include activities, menus, staffing, and Student rotas for various duties. The decoration of individual rooms is discussed with the Students and their ideas for colour and furnishings are worked upon. Minutes are taken of the meetings and held on file.

Each Student has his or her own Key-worker. The Key-worker is responsible for ensuring that all the Student's needs are met, through Oakwood College's aims and objectives and the Student's individual Care Plan. The Key-worker ensures that the Student's file is kept up to date, tidy and that all required documents are in place. Key-workers meet regularly with the Student individually to discuss the Care Plan, Targets, Personal Goals and listen to any concerns or worries the Student may have.

Key-workers will also discuss relevant topics with the Student and the team member may bring up relevant subjects to discuss. The College has a Student Council consisting of 6 Students from the various residences and 2 members of the teaching team. This meeting is held weekly during term time. Minutes are taken and shared with the senior management team. Students contribute to the planning of fund raising events, open days and the like.

Contact

Students who reside at Oakwood Court can be provided with a private space to receive parents, family, other professionals or friends excluding their own bedrooms. All visitors to the College are required to sign in and out of a visitor's book. Parents, friends or other relevant individuals can make arrangements with the Registered Manager to take Students out for a meal or activity. It will remain the Students' choice to who they have visiting, subject to any safeguarding issues.

Students can contact their parents by telephone, email, letter, social media or applications such as Skype and can access the Wi-Fi network at College for this.

Rights and Responsibilities

At Oakwood College the Students have a right to:

- Be treated fairly
- Be physically well cared for in relation to, for instance: their health, clothing, attire, food and a warm, clean and safe home
- Have friends and families to be made welcome
- Make mistakes and to expect new opportunities
- Have their views encouraged and considered
- Be supported in following any religion they may choose
- Expect choices whenever they are available
- Read what we write and record about them
- Receive care which is planned and reviewed regularly: to complain if unhappy with the care received or offered
- Be included in and have access, with the help of employees, to their daily living files and care documents
- Have their own copies of their care plan, statutory review and the reports from social workers and care employees, and a safe place to keep them
- Have copies of other documents by negotiation

The Team believe that with rights come responsibilities and therefore the Team expect Students to:

- Work with us towards identified goals
- Treat themselves, other Students and our Colleagues in the Support Team who work at Oakwood College with respect
- Value and look after the physical environment at Oakwood Court
- Not bring into Oakwood Court any drugs, equipment or devices, which may be perceived as physically or psychologically threatening to themselves or others
- Not hurt, threaten, bully or frighten anyone else
- Take part in communal routines and respect reasonable expectations, for instance regarding bedtimes, use of TV, sharing chores
- Attend the Students meetings
- Admit responsibility when in the wrong and make amends

The Team expects Parents (where appropriate) to:

- Work with us towards achieving their child's goals
- Continue to offer care to their child, to support and give encouragement
- Wherever possible, to attend meetings about their child's life

Students are supported to open their own emails and to open their own post and to understand the information if required. There is adequate space at Oakwood to support Students on a private one to one if needed. Students have a choice of seeing a male or female doctor or other health practitioner when needed. All employees receives training in Equality and Diversity.

Section 3 - Education

Oakwood Court College is registered as an educational establishment. In this respect the educational facilities are registered under Ofsted. The College Principal working with a team of Tutors and Learning Support Assistants deliver the curriculum. The College prospectus contains more information about the educational aspects of the College.

Education/Residential Working

At present Residential Keyworkers contribute to education provision in two ways:

Contribution to Assessments

All potential Students for Oakwood Court College undertake a three-day *Initial Assessment* on site. This includes; literacy, numeracy and vocational assessment, carried out by tutors. As part of this holistic assessment residential employees do an initial assessment on how the potential learner reacts to new surroundings, new people and new experiences (including overnight stays). This information supports the Application for Funding in terms of Oakwood's position of support needed.

Contribution to Reviews

Residential Support keyworkers contribute reports to Educational Annual Reviews, Annual Reports and to APPS meetings (APPS© meetings track progress of Life Skills development).

Event Log and Handover

Residential Support Workers (RSWs) now also contribute to the 'Event Log' on Databridge MIS. This is an important improvement in recording issues and events daily in a central place. This also informs and underpins the evening Handover when a residential representative joins the education staff in passing over information for the evening/overnight RSWs.

Planned Improvements

At present RSWs do some practice of Independent Living skills: cooking, cleaning, laundry and the like with Students in the residential areas. However, there is no proper framework for delivery (as in a Scheme of Work).

To improve delivery and control the College Independent Living Skills tutor is designing a Scheme of Work suitable for delivery in residential areas. This will also include a method of recording and reporting results. In addition the tutor shall quality control this programme by working closely with RSWs as they deliver sessions and return to verify that Students achieve competence in the set tasks. In college education sessions the tutor will then bring the two aspects of delivery together and use the TAPS (Tracking Assessment and Progress System) to record progress, which will be reported termly.

Section 4 - Enjoyment and Achievement

Students are encouraged to take part in both group and individual social and leisure activities which not only take into account their ethnicity, culture, language, religion, interests and abilities but also help to widen and deepen the Student's experience of diversity.

If a Student moves into Oakwood Court College and they already take part in an activity, club, hobby or interest, we will endeavour to support them to continue with this. Colleagues also encourage Students to try new activities or hobbies, providing information, support and resources. Students attending the weekly house meetings have the opportunity to view and contribute to the activity list for the week; they have the right to choose which activities they would like to take part in during the evenings and at the weekend. Some of the activities offered are as follows:

Theatre/Cinema	Computers	Cooking/Baking
Bowling	Youth Club	Arts and Crafts
Walking	Enigma Disco	Aquasize/swimming
Drama	Badminton	Football
Gym	Trampoline	Archery
Library		

Weekend Activities can include visits to local attractions and places of interest. The college will be realistic in the weekend activities that take place in order to create a realistic expectation for life after college.

Birthdays, Christmas and other festivals, as appropriate, are celebrated with Students by having celebrations at the College or arrangements can be made for visits to restaurants for a meal.

The College Students, supported by the residential team participate in many community activities and arrange their own fetes and drama performances that are sometimes open to the public. Talent shows and fairs held at the college site provide opportunities for our Students to invite friends and family to share their achievements as well as raising funds for special activities.

Oakwood Court has the optimum resources and staffing levels to ensure that all Students have the best possible experience of residential college life.

Section 5 - Health

We regard health protection and promotion of Young People's health as an important part of our role at Oakwood Court.

We will therefore work with the people we support and appropriate healthcare professionals to develop a Personal Health Plan which is included in their care plans. The plan covers the whole range of potential health needs, including physical, emotional and sexual health.

Students are encouraged to have regular dental, and eye sight check-ups.

Wherever possible and if Students choose, we aim to help Students remain with their own GP, dentist and optician. However, if this is not possible, or desirable, we will ensure that Students are registered with the local GP, dentist and optician within a short period of time at the start of the new term.

Whilst respecting Student's rights and privacy, they are supported in getting help with any illnesses or health issues that they experience.

The importance of health screening is discussed with Students during key-worker meetings when appropriate.

Therapeutic Techniques within the Residence

Any type of therapy required by our Students is provided by qualified individuals and not direct employees of the college. The day to day Care team do not provide therapeutic input to the Students. The College has the services of a Speech and Language Therapist and a Councillor. Any other additional support needs will be referred to the relevant stakeholder (e.g. GP or the local learning disabilities team).

Nutrition and meals

Students at Oakwood Court participate fully in menu planning, food purchasing and preparation of meals. This is discussed and agreed at weekly house meetings within the residence. Students' likes and dislikes are always taken into account and there is always a choice of food available if the evening meal is not

to their liking. There is a choice available for breakfast, including cereals, toast, eggs, spreads or special requests. The main meal of the day is eaten at College in the dining room and prepared under contract by Dawlish Community College. Students pre-select the following day's lunch from a varied and healthy option menu.

Students who may suffer from allergies, such as wheat, gluten or nuts, are catered for. Special diets can be prepared for particular health reasons with support and advice from a qualified dietician and or doctor. Colleagues will then receive training and information on the prescribed dietary requirements.

Section 6 - Positive Relationships

The Oakwood Court Support team will work in partnership with Students to ensure that contact arrangements with families, as outlined in their Care Plan and Placement Plan, are adhered to.

We will give as much constructive support as possible to maintain contact. Students will be encouraged when appropriate, to keep their family at the centre of their lives.

Families, friends and significant others will always be made welcome, as long as they behave in safe and appropriate ways when visiting the College. Students will be encouraged to spend as much time as possible within the family home and their local community.

Section 7 - Protection of Students

There is CCTV surveillance equipment at the College which is in place monitoring external access points, the CCTV does not monitor individual Students.

Students are monitored by Support Team members according to their individual risk assessments. Night waking team members are employed at the home to ensure that Students are safe during the night; this ensures that they are not entering each other's rooms or leaving the house without permission or knowledge of the Support team.

If a Student is found to be absent without the permission, or the knowledge, of the Support Team, they will be reported as 'Absent' if the team know where they are, or as 'Missing from Home and Care' if the Phoenix Support team do not know where they are.

The home has an Agreed Missing Person's Protocol in place, which is signed by the local police and the Registered Manager.

All Colleagues are aware of the Management 24 hour on-call procedure and how to contact Senior Management after hours for advice or assistance.

Section 8 - Leadership & Management

The diverse nature of the team in terms of age, gender, ethnicity, experience, skill and qualification provides the opportunity to promote a positive view of difference to Students in their College life.

Supervision and Appraisal

All Colleagues working at the College have undertaken an Enhanced Disclosure and Barring Service (DBS) check and appropriate referencing and we have documentary evidence of this. They are also participant of a probationary period during the first 6 months of employment.

It is a statutory requirement that all Colleagues both receive and take part in the supervision process. Supervision 1-1's reviews are provided by the Registered Manager and Senior RSW. 1-1's are a vital part of supporting, managing and developing individuals and Support Team as a whole.

Supervision is provided to new Colleagues regularly and can be more regular if required during the first six months of employment. After this period, formal supervision reviews are monthly. Review sessions are recorded and Colleagues required to read and sign their review summary, which are then placed on the employees individual personnel file.

All Colleagues undertake a Performance Appraisal with their line manager every 12 months, which reviews progress over the past 12 months and sets personal work targets and actions for the coming 12 months. These are reviewed at 6 monthly intervals.

Training

All new Colleagues (including bank) receive Induction training, which includes safeguarding protection procedures. There is a further programme of training which should be completed within the first 6 months of employment.

- All Colleagues attend training in, for example; administration of Medication, Fire awareness/Safety, Epilepsy, Mental capacity, First Aid, Food Safety, infection control, breakaway, Equality & Diversity, Risk Assessment, SOVA, whistleblowing. They are expected to attend any other relevant training based on the needs of the Students they look after.

In line with CQC regulatory minimum standards all Colleagues who have successfully completed their Induction training are registered for the Diploma Level 2, Health and Social Care.

Training needs will be discussed, agreed and monitored through the supervision and appraisal process.

Any training completed will be recorded in employees' training file, which is part of the Performance Appraisal system.

Colleague Development

Colleague development is seen as part of an ongoing process that includes:

- Training and supervision
- The team meeting forum
- Working as part of a team
- Key working and joint working with colleagues within the team
- Joint working with other professionals and agencies

Extra duties and responsibilities are delegated to employees as they become more skilled and competent within the team.

All employees at the College have a personal development file, including; Supervision notes, a Supervision contract, and a Training Agreement along with any other relevant documents.

Phoenix Learning and Care, operate an Annual Colleague awards program where fellow Colleagues and Students can nominate employees for a range of awards.

Section 9 - Care Planning

The College initiates and arranges reviews 6 weeks into any new placement and at the end of each academic year. Care Plans and Risk Assessments are updated at this time, and may be updated at other intervals if required at minimum they are reviewed every half term. Students are encouraged and supported to attend their reviews by our employees. A Residential Manager and Key-workers are always in attendance.

Support team members contribute towards all reviews. If there are concerns regarding a Student's wellbeing or progress, then a professionals meeting can be arranged outside of the Statutory Review Process. The college ensures that all relevant people are invited to reviews, including parent/carers, social workers

and commissioners, Careers South West, medical professionals or others involved in the placement. Concise minutes are kept on the Student's personal file.

Reviewed by: Jamie Routledge (Head of Residential Support Services)

Review Date: April 2016