



Jersey Care Commission

Care Standards

Children and Young People's Residential Care

Dignity

Voice

Safety

Choice

Quality

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(Please note that this version is for consultation purposes only and other formats will be developed)

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The Jersey Care Commission

The Jersey Care Commission's purpose is to:

- provide the people of Jersey with independent assurance about the quality, safety and effectiveness of their health and social care services
- promote and support best practice in the delivery of health and social care by setting high standards and challenging poor performance
- work with service users and their families and carers to improve their experience of health and social care and achieve better outcomes.

The Jersey Care Commission's work is based upon these core values:

- **A person centred approach** – we put the needs and the voices of people using health and social care services at the heart of everything we do
- **Integrity** – we will be objective and impartial in our dealings with people and organisations
- **Openness and accountability** – we will act fairly and transparently, and will be responsible for our actions
- **Efficiency and excellence** – we strive to continually improve and provide the best possible quality and value from our work
- **Engagement** – we will work together with, and seek the views of, those using, providing, funding and planning health and social care services in developing all aspects of our work.

Introduction to the Standards

The Jersey Care Commission standards are statements which set clear expectations about how care services should be provided.

The standards for children and young people's residential care have been written to:

- Show what children and young people should expect from the care they receive.
- Set out what the people who provide care must do to meet the expectations of children and young people.
- Provide a structure that can be used to inspect the care provided.

Each standard has been written with children and young people and has an explanation about what it means to them.

Scope

These standards apply to all providers of children and young people's residential care, registered under the Regulation of Care (Jersey) 2014 Law, which includes care homes, secure accommodation and residential respite settings in which children and young people live or stay and receive personal support, personal care or nursing care.

Guiding Principles

Guiding principles are the basic values which influence all of the standards. They reflect people's rights which are central to any care or support given.

Dignity	Your right to care that is compassionate, respectful, private and right for you.
Voice	Your right to be listened to, communicated with and supported to reach your goals and aims.
Safety	Your right to be safe and cared for by people who are trustworthy and competent.
Choice	Your right to be informed and supported to make real choices and decisions that will be respected.
Quality	Your right to the highest standard of care.

Standard 1.

You will be given information that is shared in a way that you understand. This will tell you and others about where you will live or stay and how you will be cared for.

What this means to children and young people:

You will know what to expect. The information will tell you what the place is like, how it works and who else will be there. You will know who will be caring for you and what to do if you, your parents or carers are not happy with any part of your stay or care. You will know that there will be lots of different things that are in place to make you feel and keep you safe. The information will be given to you in a way you understand.

Relevant regulatory requirements:

Regulation 3. Conditions of Registration
Regulation 6. Conduct of Service
Regulation 7. Openness and Transparency
Regulation 9. Care and Welfare
Regulation 18. Workers
Regulation 19. Premises and Equipment

1.1 There will be a written Statement of Purpose.

This will include information about:

- What the service sets out to do for children and young people.
- The philosophy or ethos and where this is based upon a theoretical or therapeutic model, a description of that model.
- The age range, gender and numbers of children/young people for whom the accommodation is intended.
- The accommodation, facilities and services it provides to include whether it is intended to accommodate children/young people who are disabled, have learning disabilities, or other needs.
- The manager and care/support workers, including their qualifications.
- The address and contact information for the accommodation.
- The organisational structure of the service.
- Criteria used for placement including where appropriate procedures for emergency admissions.
- Children/young people's rights and responsibilities.
- How children/young people and others will be involved in making decisions.
- How to raise a concern/complaint and support available to do so.
- The arrangements made to protect and promote the health and welfare of the children and young people.
- Positive behaviour management.
- Procedures for when children/young people go missing from the accommodation / unauthorised absences.

- Accessibility and equality.
- Arrangements for seeing family and friends.
- How bullying and discrimination is prevented.
- How children/young people will be protected from harm.
- How children/young people's education needs will be met.
- Meals and nutrition.
- Culture and religion.
- Leisure, sports and other activities.
- Fire/safety procedures including details of any surveillance equipment used.

The Statement of Purpose will be provided to the Jersey Care Commission and available to:

- Children/young people, their families and others
- Any person working in the service
- Inspectors appointed by the Jersey Care Commission
- Any person involved in arranging care for children/young people

1.2 There will be a children/young peoples' guide.

This will include information about:

- The accommodation and services it provides.
- Management arrangements.
- What to expect at the accommodation – routines, meals, activities etc.
- Children/young peoples' rights and involvement.
- The expectations of children/young people and care/support workers' behaviour.
- The role of the registered manager, key workers and others.
- Advocacy.
- How to complain and support to do so.
- Procedures for absences or when children/young people go missing from the accommodation.
- How and in what circumstances information will be shared.
- Seeing family and friends.

1.3 There will be policies and procedures based on best practice and evidence which will be available and accessible to children/young people, their families, care/support workers and others.

(Appendix 2 contains a list of suggested policies).

Policies will be:

- Developed based upon best practice guidance/evidence/legislation/professional guidance.
- Developed with children/young people's involvement
- Child/young person focussed.

- Shared, implemented and monitored for effectiveness
- Regularly reviewed by care/support workers and children/young people
- Revised where necessary following incidents/learning events

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Standard 2.

Settling in to where you will live or stay will be handled gently and you will feel welcomed to a friendly and caring, cosy, homely setting.

What this means to children and young people:

The people caring for you will understand that it may be a difficult time for you and your family when you first arrive. They will be kind and caring and will give you time and support to cope and help you to express your feelings and tell them what you want.

Unless there is urgency, your stay or move should be planned, letting you visit, see your room and meet the people there before your stay or move.

The people caring for you will always listen to you and you will be asked about things you like and dislike. You won't be stopped from continuing activities or sports you enjoy. The people caring for you will want to know all about you, so that they can make you feel comfortable and make sure you have everything you need.

The people caring for you will help you make friends and make sure you feel included.

Relevant regulatory requirements:

- 3. Conditions of Registration
- 6. Conduct of Service
- 7. Openness and Transparency
- 9. Care and Welfare

2.1 Children/young people will be cared for in a nurturing environment that is supportive and welcoming by care/support workers who understand that it may be a distressing time.

Children/young people will be encouraged and helped to express and cope with their feelings about the placement and the circumstances surrounding it.

Children/young people will not be admitted under emergency circumstances unless this function is explicitly included in the Statement of Purpose. Emergency admissions should only occur in exceptional circumstances and will not be the normal way that children/young people will be admitted to the accommodation.

There will be a policy and procedures for when a child/young person is admitted under emergency circumstances which includes meeting and supporting their individual needs and support and consideration for the other children/young people already at the accommodation.

2.2 The service will operate in accordance with its Statement of Purpose and only children/young people whose assessed needs can be met within its purpose will be admitted.

2.3 There will be procedures for introducing children/young people to the accommodation.

These will include:

- Where possible giving the child/young person the opportunity to visit the accommodation and see their bedroom before their stay.
- Letting the child/young person choose and meet their key worker before their stay if possible and informing the child/young person how their key worker will support them.
- Supporting the child/young person to meet others living and working in the accommodation.
- The completion of an initial assessment which should be completed prior to the stay or if a stay begins at short notice within 48 hours of arrival.
- The involvement of children/young people at all stages.
- When making decisions about placement, consideration of both the child/young person's needs and the effect of their stay upon the others living in the accommodation is taken into account.

2.4 Children/young people will be supported and encouraged to express their views, wishes and preferences which will be listened to and taken seriously.

Children/young people and others will be encouraged to express their views on any aspect of their care.

Children/young people with disabilities or communication difficulties will be supported to express their views, wishes and preferences.

2.5 Children/young people will be provided with as full an experience of a supportive and homely environment as possible.

Children/young people will be supported and encouraged to develop age-appropriate behaviours, build and increase levels of trust with care/support workers and take appropriate risks as part of normal growing up.

There will be a proportionate approach to risk and where there are lessons to be learned from the outcomes of taking risks, these are applied proportionally and individually.

Risk management measures will not prevent children/young people from enjoying activities that a reasonable parent would accommodate.

2.6 Children/young people will enjoy appropriate, positive relationships with care/support workers based on nurture and care.

Communication between care/support workers and children/young people will be positive and will reflect care and concern for the child/young person's welfare. Disagreements

between care/support workers and children/young people will be dealt with fairly and proportionately.

2.7 Children/young people will benefit from being cared for and supported by care/support workers who conduct themselves in a responsible and appropriate manner at all times.

Care/support workers will act as role models and will strive to set a good example to children/young people at all times.

Registered persons will ensure that care/support workers:

- Do not consume alcohol whilst at work or prior to work.
- Do not misuse or be under the influence of any substance which impairs their ability to look after children/young people.
- Do not smoke or vape whilst looking after children/young people.
- Do not smoke or vape at the accommodation or in the sight of the children/young people who live there.
- Refrain from swearing and from using language that has the potential to offend, whether that be sexist, racist or discriminatory.
- Relate to children/young people, colleagues and others in an appropriate manner at all times.

2.8 Each child/young person will be allocated a key worker whose skills, knowledge experience and where possible, interests match the child/young person's needs and preferences.

There will be written guidance about the role of the key worker, which will be included in the children/young person's guide.

Where possible the child/young person will be given a choice of key worker.

The child/young person and key worker will be asked for feedback about their relationship and if necessary action will be taken to address any issues. If the relationship between key worker and child/young person is not having a positive effect on the child/young person's wellbeing and welfare, then the child/young person should be offered a choice of other key workers.

Standard 3.

You will know about your rights. You will be able to make choices right for your age and if needed, be helped in making decisions.

What this means to children and young people:

Rights are things that every child or young person should have or be able to do. It doesn't matter if you are a boy, girl, transgender or if you have a disability, don't speak the same language as everyone else or can't communicate.

All children and young people have the same rights, it doesn't matter where you are living or staying they will be the same.

Sometimes adults make decisions for you, but they always have to be what's best for you. As you get older you are able to make more choices and decisions for yourself. There will be lots of choices and decisions you can make and the people caring for you will support you any way that helps you to make them.

The people around you will know that there are things that you don't want everyone to know about. The people caring for you will not share anything you tell them or that they know about you with anyone who doesn't need to know. You will be able to see your records and will know who else will see them.

The people caring for you will do all they can to make you feel comfortable, safe and not embarrassed by anything or anyone.

Relevant regulatory requirements:

Regulation 6. Conduct of service
Regulation 8. Respect and involvement
Regulation 9. Care and welfare
Regulation 12. Safeguarding
Regulation 16. Shared responsibilities

3.1 Care/support workers will understand and promote the rights of children and young people.

Care/support workers will explain children/young people's rights and responsibilities in a way that can be understood. The United Nations Convention on the Rights of the Child will be available in child friendly language.

Children/young people, care/support workers and others are encouraged to respect and help each other whatever their background.

3.2 Care/support workers will be aware of policies and procedures which reflect children/young people's right to choice and how these may be related to age.

Children/young people will be supported to make positive, informed decisions and reduce risk to themselves.

Children/young people in line with their age, understanding and risk assessment will be able to access and leave the accommodation at times and in as independent a manner as a reasonable parent might allow.

Children/young people will be involved in day to day decisions.

Children/young people can choose their clothes and other personal belongings.

There will be a policy and procedures for personal allowances which will support children/young people to take responsibility for managing their money.

Children/young people can choose whether or not to follow a faith. Depending on age, the views of the family may be taken into account. Children/young people will receive support and practical help if they choose to follow a faith.

Children/young people with disabilities or communication difficulties will have the same opportunity to make choices as others.

Children/young people's right to choice is not affected by the nature of their placement.

Children/young people will be helped to understand why it may not be possible to act on their wishes in all situations.

Care/support workers will have clarity from the child/young person's personal plans about decisions that can be made about the day to day arrangements for the child/young person including education, holidays, leisure activities, overnight stays and personal issues.

3.3 Care/support workers respect children/young people's wishes, privacy and confidentiality and promote dignity at all times.

There will be a policy and procedures on privacy and confidentiality which include:

- Access to children/young people's records by care/support workers and others.
- Sharing information (including under safeguarding requirements).
- Practical details about the way children/young people's rooms are entered.
- Entry/interruptions without permission in emergencies or where children/young people are considered to be at risk.
- Showering, bathing and use of toilets.
- Personal matters such as menstruation and washing clothes.
- Intimate personal care.

Care/support workers will be sensitive to gender issues and children/young people who require support with intimate care will where possible be given a choice of who will support them.

Care/support workers who support children/young people with intimate or personal care will receive appropriate training and will be provided with guidance on the provision of such assistance. Guidance will include:

- Boundaries to be observed
- Children/young people's choices
- Consent
- Practical guidance based upon best practice

3.4 Children/young people will have access to independent advocacy services.

Registered persons will ensure that each child/young person has access to independent advocacy and knows how to make contact with their independent advocate.

3.5 Children/young people living in secure accommodation will experience positive support as well as security and will receive the same measures to safeguard and promote their rights and welfare as in non-secure accommodation.

Apart from the measures essential to the accommodation's status as secure care provision, children/young people will receive the same care services, rights and protections as they should in other children's accommodations.

A child/young person's liberty is restricted only if it is in accordance with Article 22 of the Children (Jersey) Law 2002. The restrictions will be clearly set out in the aims and objectives of the placement.

The issues that precipitated the need for a secure care placement are addressed through focussed therapeutic work which has identified outcomes. This work should include preparation for the child or young person's departure from the secured accommodation.

3.6 Children/young people using short break services will be provided with support to enable them the same opportunities and choices as other children/young people.

Children/young people with disabilities will be supported to express their opinions, views, and preferences by care/support workers who understand their communication needs and know how to engage with them using verbal and nonverbal methods.

The service will operate in a way that is not restrictive and upholds and supports the rights of children and young people with disabilities.

Children/young people with disabilities will be cared for according to their assessed needs by care/support workers who are trained and competent to deal with their individual needs.

Children/young people with a disability will be supported and enabled to express choices and to give their consent regarding the provision of intimate care. Where children/young people are unable to express consent, this is received from the person with parental responsibility.

Standard 4.

You will be cared for and helped in a way which has been planned around you and with you.

What this means to children and young people:

There will be some forms that the people caring for you will need to fill out. The forms will have questions about you so that they can find out things like who you want to see and when, things about your health and how you're feeling on the inside (are you happy, upset, angry or confused?). The people looking after you will need to find out if you need any special things that will help you to be you.

Everyone wants you to feel comfortable and be happy so when the people caring for you understand the things you like and the things you need and want to do, you can make a plan with them of how these things will be done.

Relevant regulatory requirements:

Regulation 6. Conduct of service
Regulation 7. Openness and transparency
Regulation 8. Respect and involvement
Regulation 9. Care and welfare
Regulation 10. Personal plans and care records
Regulation 16. Shared responsibilities
Regulation 24. Service records

4.1 Children/young people will be fully involved in an initial assessment which will identify their preferences needs and wishes.

The initial assessment will include:

- Seeing family, friends and others
- Health and wellbeing
- Safeguarding and welfare
- Emotional needs
- Cultural or religious needs
- Gender/Sexuality
- Education/learning
- Social/leisure activities

Where children/young people are distressed or withdrawn, they will be given time, encouragement and support to let their views, wishes and preferences be known.

4.2 The support and care received by children/young people will be based upon a personal plan. Children/young people will be fully involved its development and will have access to their personal plan.

Personal plans will:

- Set out how the assessed needs and aims of the child/young person will be met
- Detail objectives (short term and or long term) of the placement and how they will be met on a day to day basis
- Identify the contribution to be made by care/support workers
- Set out how the effectiveness of the placement is evaluated.

Personal plans will include:

- Arrangements to see and stay in touch with family and friends
- Health and health promotion
- Care needs including safeguarding and promoting welfare
- Physical and emotional needs
- Education/training/employment
- Cultural/religious needs
- Communication needs
- Gender/sexuality/personal relationships
- Social/leisure activities

Children/young people will be helped to develop their identity and self-esteem and supported to develop social and emotional skills. Children/young people's individual support needs will be identified on their personal plan.

4.3 The personal plan will be consistent with any plan for the care of the child/young person prepared by the placing authority. Any inconsistencies must be identified and discussed with the child/young person, their family and social worker.

Personal plans will be monitored by the child/young person's key worker who will ensure that the requirements of the plan are implemented in the day to day care of the child/young person and discusses any changes with the child/young person, providing advice, guidance and support.

The views of the child/young person, their parents, social worker or other significant people on the content and implementation and review of the personal plan will be sought regularly and frequently.

There will be a copy of all relevant documentation for each child/young person.

4.4 Children/young people's assessments and personal plans will be regularly reviewed and revised as required, at the request of the child/young person or others and if there is a change in needs or circumstances. Children/young people will be fully involved in any review process.

Care/support workers will support children/young people to enable them to express their views about the care and support they receive.

Care/support workers will engage with and support children/young people through any placing authority reviews or meetings.

The relevant persons/placing authority will be informed if the service is unable to meet its responsibilities in implementing the plan.

The placing authority will be contacted to request a statutory review for any child/young person when due if the placing authority has not made plans for one or if a review is required (e.g. a change in needs or circumstances).

Care/support workers including the child/young person's key worker where appropriate will contribute effectively to statutory reviews which will be recorded within the child/young person's care records. The child/young person's personal plan will be updated following any review in consultation with the child/young person and others.

4.5 Each child/young person will have a care record which is detailed, contemporaneous and relevant to ensure that the child/young person's care, health, safety and welfare needs are properly documented.

The care record will include the personal plan together with the documentation relating to the assessment of the child/young person's needs. The child/young person will have access to their care records and will be asked to review them regularly to check for fact and accuracy.

4.6 There will be a policy and procedures for the management of records that details their use, retention, storage, transfer, disposal and access in line with legislation and guidance.

Each child/young person will have a permanent, private and secure record of their history and progress which will be available for them to access.

Information will be recorded in a way which will be helpful to the child/young person.

Children/young people and others will understand the nature of records maintained and how to access them.

Assessments, personal plans, contemporaneous care records and any other documentation will be legible, written with care, attention and will distinguish between fact, opinion and third party information.

There will be a system in place to monitor the quality, accuracy and adequacy of record keeping.

Information held on record will be up to date and necessary and will be kept confidentially. Information about children/young people will only be shared with those who have a legitimate need to know the information. Children/young people will understand who will have access to their information, what information is shared and why.

There will be effective information sharing agreements that meet legislative requirements between the residential care setting, the placing authority and external agencies.

Registered persons will ensure that they and others work collaboratively, requesting and sharing information appropriately with other agencies to ensure the health, safety and welfare of children/young people.

Documentation and information will be held securely for the period of time specified and disposed of in accordance with legislation and guidance.

Care records including assessments and personal records will be available at all times for inspection by the Jersey Care Commission to judge the effectiveness of the assessment, planning, delivery and evaluation of the care or support offered.

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Standard 5.

You will be helped to see and stay in touch with your family and friends.

What this means to children and young people:

You will say who you want to see and when you want to see them. The people caring for you will help make the arrangements for this to happen. Sometimes, it may not be safe for you to see certain people. If this happens, you will be told why. If after knowing the reasons why you can't see a certain person you still want to see them, then you will be able to say that you aren't happy with the decision and you want it to be looked at again.

Relevant regulatory requirements:

Regulation 6. Conduct of service

Regulation 19. Premises and equipment

5.1 Children/young people will be provided with practical support to maintain constructive relationships with parents, siblings, family, friends and others.

The views and wishes of the child/young person on the nature and extent of visits, meetings and other forms of contact are respected and recorded.

There will be facilities to allow families and friends to visit that is welcoming, private (as appropriate) and comfortable.

A record is kept of visits and contact.

Care/support workers will be adequately trained, supervised and supported if they are required to supervise and facilitate visits with family and friends.

Seeing and staying in touch with family and friends arrangements will be discussed as part of the initial assessment and detailed within the child/young person's personal plan.

Keeping in touch with family and friends can be facilitated through:

- Visits
- Telephone calls/texts
- Social Media
- Emails
- Letters

5.2 Written guidance for seeing and staying in touch with family and friends will be provided.

Written guidance will clarify:

- The rights of the child/young person.
- Arrangements for the supervision of visits or other means of contact where it is necessary to safeguard the child/young person or others.
- When and how to encourage parents, relatives and friends to take part in activities and events.

Any restrictions on or the monitoring of seeing family and/or friends must be discussed with the child/young person and other significant people involved in their care.

The reason for any restriction on seeing family and/or friends must be clearly recorded in writing on the child/young person's personal plan and the restriction will be subject to regular review.

Children/young people will be provided with guidance and support to appeal against restrictions of seeing family and/or friends.

Where seeing parents or other family members is not possible, difficult or inappropriate, efforts will be made to encourage contact with a significant adult from outside the care system.

Standard 6.

Where you live or stay will be warm, comfortable, safe and accessible.

What this means to children and young people:

The place will look and feel like a home. It will be nice and cosy, tidy and clean. If things get broken they will get fixed straight away. Your bedroom will be private and will have things that you like and things that are important to you in it. There will be a kitchen, sitting room and other areas that you can use whenever you want to. If you have a disability you will be able to get around any area easily.

Relevant regulatory requirements:

Regulation 9. Care and welfare

Regulation 13. Cleanliness and infection control

Regulation 19. Premises and equipment

6.1 The accommodation will provide a comfortable and homely environment and will be well maintained and decorated.

The accommodation's location and design is of a size that is in keeping with its statement of purpose and serves the needs of the children/young people it accommodates.

It will feel homely as a domestic setting, with age appropriate décor.

The design of the accommodation should where appropriate, enable children/young people to develop independence skills within a supportive environment including through encouraging independent use of kitchen and laundry areas.

The premises will not be marked in any way to distinguish it as children/young people's residential care.

6.2 The accommodation will be clean, have adequate lighting, heating and ventilation. Furniture and equipment will be in good working condition, sturdy and will meet health and safety requirements. Risk reduction measures will not lead to an institutional feel.

Children/young people will be helped to personalise their rooms by modifying the décor or fittings when this is in keeping with their personal plan, regard will be given to fire safety.

There will be no risks posed to the safety and welfare of children by outstanding requirements or recommendations relating to the accommodation from any statutory body or authority for example: Fire service, Infrastructure, Building Control.

6.3 Each child/young person will have their own bedroom with an area for private study and access to either an en-suite bathroom or nearby private bath/shower facilities.

The design, layout and use of the accommodation are such that children/young people's care and privacy are not compromised.

In accommodation where bedrooms do not have en-suite facilities there will be a ratio of 1 bathroom or shower room, with toilet, to a maximum of 4 children or young people. Where bedrooms have en-suite facilities, there will be at least one additional toilet with disabled person's access on the ground floor.

6.4 There will be sufficient communal space which includes a range of separate rooms.

Rooms will be available for use at the same time for a variety of activities, including visitors being entertained. This includes:

- An activity room;
- A TV lounge;
- A room where meetings can take place in private;
- A dining room;
- A facility for children and young people to make drinks and snacks; and
- A place where phone calls can be made or received in private.

6.5 Design of the accommodation will include any necessary adaptations to meet the needs of children/young people with disabilities to ensure inclusivity.

Registered persons will be responsible for ensuring that the accommodation can meet the child/young person's needs. Support and guidance should be requested from an appropriate health/social care professional i.e. Occupational Therapist where appropriate.

Settings which accommodate children/young people with physical disabilities or sensory impairments must meet the following requirements:

The minimum corridor width, in areas used by children and young people will be 1.2m, except where it is planned to accommodate children/young people who use wheelchairs or who need assistance with walking, whereby the minimum width should be 1.6m.

The doorways in areas used by children and young people will have a clear opening width of at least 800mm but where easy passage of wheelchairs, or assistance for children and young people is required a wider doorway will be necessary. Corridor doors will have vision panels.

All areas used by children and young people, including those with a physical disability or sensory impairment, are accessible to them. Ramps, passenger lifts, signs and other aids are provided where required.

Where necessary to the statement of purpose, suitably positioned hand and grab rails (recessed if necessary to retain 1.6m corridor width), hoists, communication aids, and other equipment, including assistive technology are installed to meet the specific needs of children and young people or young people with a disability and to promote their independence.

6.6 Physical restrictions on normal movement within the accommodation will only be used in relation to a child/young person where the restriction is specified in their personal plan and only used where necessary to safeguard and promote that child/young person's welfare.

Such restrictions for one child/young person do not impose similar restrictions on other children/young people if that is not necessary.

Any restrictions will be compliant with all relevant legislation and guidance.

6.7 The premises will not be used for functions unrelated to the accommodation.

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Standard 7

You will be cared for and helped by the right people with the right values, attitudes understanding and training.

What this means to children and young people:

The people who are caring for you will have been carefully chosen to make sure that they want what is best for you. They will have to do some training and pass tests so they can show that they know what they are doing to help you be happy and safe. There will always be enough people around so that you can do the things you want to do. The person who is in charge will make sure that all the people who care for you are doing their best.

Relevant regulatory requirements:

Regulation 2. Fitness criteria
Regulation 3. Conditions of registration
Regulation 6. Conduct of service
Regulation 9. Care and welfare
Regulation 12. Safeguarding
Regulation 18. Workers

Involving people who receive care or support in the recruitment of care/support workers is an important part of ensuring the right workforce is in place. It demonstrates that an organisation values the people it provides care or support to and will help to identify the best candidate for the role.

It is important for organisations to demonstrate support for involving people who receive care or support in recruitment.

Policies and procedures should set practical ways in which people who receive care or support can be meaningfully involved in each stage of the recruitment process.

Organisations should consider how they can positively work together with other organisations to ensure people who receive care or support are involved in recruitment.

7.1 There will be a policy and procedure for the safe recruitment of care/support workers, volunteers and others who may have contact with people in receipt of care or support.

Recruitment policies need to be fair and compliant with all relevant legislation and guidance. Recruitment policies in the care sector need to explicitly state and demonstrate an organisations' commitment to safeguarding and promoting the welfare of the people it supports and cares for.

The policy should help to lead to positive experiences and outcomes for people receiving care and support.

Recruitment policies will include:

- Safeguarding and equal opportunities
- Each stage of the recruitment process and how the organisation intends to approach them.
- Involvement of people in receipt of care or support or their relatives
- The use of assessment techniques
- Interview panels
- How offers of employment will be made
- Conditions of employment
- Retention of applicant information
- Provision of references to other organisations for existing or former employees.

7.2 There will be a comprehensive application process which allows an organisation to obtain a common set of core data.

Application forms or online processes will require the applicant to provide the following:

- Full identifying details
- Full employment history (from compulsory education) in chronological order including part time, full time and voluntary employment, including start/end dates, reason for ceasing and explanations for periods not in employment or education/training.
- A statement of academic and/or vocational qualifications relevant to the position.
- Declaration of any involvement in disciplinary or grievance procedures and any current formal warnings.
- Details of current or former registration with any relevant regulatory body (i.e. HCPC/NMC etc.). Declaration of any finding by a regulatory body and any conditions which apply to current registration.
- Declaration of unspent convictions and/or spent convictions (where appropriate and with an explanation that the role may be excluded or excepted from the provisions of the Rehabilitation of Offenders 2001 (Jersey) Law)
- A declaration of any family or close relationships with existing employees, care receivers of their relatives.
- Details of referees: References must verify employment over a minimum period of three consecutive years immediately prior to the application. A minimum of two references should be sought and it should be made clear that references from friends or relatives will not be accepted. One of the references must be the applicant's current or most recent employer and there must be a reference from the applicant's last care role (if they are not currently working in a care role, but had done previously).

The applicant will be informed that the organisation may contact any former employer in addition to the referee's provided and when a Disclosure and Baring Service check will be required.

Applicants will be warned that failure to disclose important information may lead to a dismissal if discovered at a later date once employed.

7.3 There will be clear job descriptions and person specifications

Detailed job descriptions and person specifications will help to ensure the right people with the right skills, knowledge and experience apply for roles
Specific competencies for the role will be identified.

Job descriptions will clearly state the main duties and responsibilities of the role including the individual's responsibility for promoting and safeguarding the welfare of people receiving care and support.

The person specification will set out a profile for the post and the ideal person to fill it. It will include:

- Qualifications, knowledge and experience required
- Professional registration requirements or others required to perform the role.
- Competences and qualities that the successful applicant should be able to demonstrate or have the potential to demonstrate.

7.4 There will be transparent procedures that are used for advertising and shortlisting.

Job adverts will be concise, easily understood and where possible should contain a link to where further information about the role can be sought. Job adverts will state if a Disclosure and Barring Service check will be required.

Recruitment packs provided to applicants will contain:

- Application form and explanatory notes
- Job description and person specification
- Terms and conditions of the post
- Information about the employer, recruitment process and policies such as equal opportunities and safe recruitment to include the recruitment of ex-offenders
- An explicit statement about the organisation's commitment to safeguarding and promoting the welfare of the people it provides care or support to.

7.5 There will be clear and fair processes for the assessment of recruits.

Organisations may have different screening processes for recruits including exercises/simulation/role play based upon competencies which must be appropriate for the role being filled. However a value based approach should be used to help identify candidates who are the 'best fit' for the role because their values, behaviours and attitudes have been assessed and matched against that of the role and the organisation.

Interviewers should be adequately trained and have knowledge in interviewing skills and relevant legislation including Data Protection, Equality and Discrimination.

Interviews will be prepared for ensuring that:

- There is a consensus about the required standard for the role
- Issues to be explored with each applicant are identified
- The assessment criteria matches the person specification and is recorded with consistency i.e. scoring criteria must apply to all candidates equally and without exception.
- Questions are values/competency based and each role has a set of specific questions
- The applicants' prior learning and areas for development are explored

Formal interviews should allow the applicant to disclose any issues prior to employment checks and allow for explanation of any gaps in employment history. Interviewers need to be prepared to explore any issues disclosed.

Conditional offers of employment to successful candidates should state the appointment is subject to:

- Verification of the candidate's identity and right to work in Jersey
- The receipt of satisfactory written and verified references
- Verification of qualifications and registration with professional/regulatory bodies
- Receipt of appropriate criminal records and barring lists checks - Disclosure and Barring Service (DBS), (criminal record check for overseas),

Conditional offers of employment should also request that the candidate must declare any new charges or convictions.

7.6 All safer recruitment employment checks must be completed prior to workers commencing employment.

Care/support workers must not have any contact with people who receive care or support or have access to their personal information or data prior to the completion of all employment checks. Appendix 3 contains requirements for employment checks.

7.7 Care/support workers will be physically and mentally fit to meet the needs of the children/young people they will be caring for.

Registered persons will ensure that care/support workers are physically and mentally able to meet the needs of children/young people safely and effectively.

7.8 There will be clear and transparent disciplinary and grievance procedures.

Organisations must have adequate disciplinary and grievance policies in line with local legislation and best practice. Where concerns or allegations about a worker's fitness to practise or harm to a care receiver occurs, the employer has a duty to notify the relevant bodies and Jersey Care Commission (Appendix 6).

Referral to DBS... (Await duties under Safeguarding Vulnerable Groups Act – extension to Jersey)

7.9 There will at all times be sufficient numbers of competent, experienced care/support workers to meet the care and support needs of children/young people in the accommodation.

Registered persons will ensure that the accommodation is staffed at all times at or above the minimum level specified in the Statement of Purpose. There will be sufficient staff employed to cover absences due to annual leave, sickness and study leave.

The overall number, competence and deployment of care/support workers both as a group and on individual shifts can fulfil the accommodation's Statement of Purpose and meet the individual needs of all children and young people resident there.

There will be a staffing policy which will include:

- The number of care/support workers required during the day (which may include different requirements for different circumstances.)
- The number of care/support workers required during the night and whether they are required to be 'waking' or 'sleeping in'.
- Start and finish times.
- Arrangements for adequate skill mix including health/social care professionals where appropriate and ensuring that 50% of care/support workers on duty at any time have completed a minimum Level 3 Diploma in Children's Residential Care (or equivalent).
- Arrangements for sickness/absence cover
- Arrangements for managing the care/support workers on duty and support with day-to-day decision making.
- Arrangements for care/support workers to be present in the building or available during the day.
- Arrangements for contacting senior care/support workers /on call support if necessary.

Registered persons will ensure that the care/support workers required to work in the accommodation are allocated specifically to that location.

Registered persons will make every effort to achieve continuity of staffing and ensure that the majority of care/support workers at the accommodation are permanent.

Students on practice placements, trainees and volunteers will not be included in staffing numbers/requirements.

All care/support workers will be at least 21 years old and at least 4 years older than the oldest child/young person accommodated (excluding students on placement).

Registered persons must ensure that at least 50% of care/support workers on duty at any time have completed a minimum Level 3 Diploma in Children's Residential Care (or equivalent).

Rotas will have time scheduled to ensure that handovers, spending time with individual children/young people, visits, transportation, completion of records, planning and delivery of care occur without compromising the overall care of children/young people. Records of rotas will be maintained.

There will always be a care/support worker responsible for children/young people. Children/young people will know who it is and how to contact them.

Children/young people will not be given responsibility for other children/young people, nor given any responsibilities to compensate for any lack of care/support workers. Children/young people who are given responsibility for specific tasks will be appropriately supervised.

Where the service provides nursing care to 5 or less children/young people, registered persons must ensure that at all times a suitably qualified registered nurse is working at the accommodation or where it is sufficient to meet the nursing requirements of the children/young people will be available on call.

Where children/young people's nursing needs are stable and predictable it is accepted that a registered nurse will not be required to be on duty on the accommodation 24 hours per day. However there will be the requirement for 24 hour on call nursing cover. The whole time equivalent nursing requirement has been calculated on the basis of 7.5 hours direct nursing per day, (assessing, planning, delivering, evaluating, supervising and monitoring), the remaining 16.5 hours requiring on call provision plus an allowance for sickness, training and holiday absence.

Suitably qualified registered nurses will be required to be on duty at the accommodation 24 hours per day under the following conditions:

- Where children/young people's nursing needs are not stable or predictable.
- Where children/young people's care needs require clinical judgement or decision making.
- Where there are 6 or more children/young people with nursing care needs.
- Where children/young people are receiving palliative care.

Care/support workers will not work more than 48 hours per week (unless under extraordinary circumstances and on a short term basis only).

Care/support workers will work no more than 12 hours in a 24 hour period unless there is an overnight break.

Registered persons must take into account care/support workers additional employment, ensuring that care/support workers who work in other settings do not work more than 48 hours per week combined and do not work more than 12 hours in 24 unless there is an overnight break.

7.10 Care/support workers will complete a structured induction programme which will assess their competence.

Care/support workers will not work without supervision until they have been assessed as competent. Appendix 4 details requirements for induction programmes.

7.11 Care/support workers will complete and remain up to date with statutory and mandatory training requirements.

The minimum statutory and mandatory training requirements are detailed in Appendix 5.

Registered persons will identify mandatory training requirements based upon the needs of the children/young people who will be cared for. This will be in line with the written Statement of Purpose.

Registered persons must ensure they are aware of statutory training requirements in relation to local legislation including, but not limited to:

- Capacity and Self Determination (Jersey) Law 2016
- Data Protection (Jersey) Law 2018
- Fire Precautions (Designated Premises) (Jersey) Law 2012
- Fire Precautions (Jersey) Law 1977
- Health and Safety at Work (Jersey) Law 1989

Training should where appropriate be accredited by a recognised body or organisation and must include relevant local legislation and guidance. Trainers or organisations who deliver training should:

- Be able to demonstrate experience and knowledge in the subjects delivered (this may include professional qualifications).
- Have a recognised teaching qualification and/or have completed a train the trainer course in the subject being delivered and have evidence of Continuing Professional Development which demonstrates the ability to maintain an effective learning environment and deliver effective training which is based upon best practice and guidance.
- Where possible be externally quality assured.

E-learning courses can be a useful part of a blended learning approach to training. Registered persons must ensure that local relevant legislation and guidance is covered during any training that is arranged for care/support workers. E-learning courses may support knowledge and understanding, however should not be used as a substitute where practical skill development is required (i.e. First Aid, Safe Moving and Handling).

All training should include assessment of learning.

Training update requirements should be specified by the training provider and be based upon best practice and statutory requirements.

7.12 Care/support workers will not work outside of the scope of their profession, competence or job description.

Care/support workers at all times must adhere to any code, standards or guidance issued by any relevant professional body.

Care/support workers will be honest about what they can do, recognising their abilities and the limitations of their competence.

Care/support workers will only carry out or delegate tasks agreed in job descriptions and in which they are competent.

Opportunities will be provided for care/support workers to update their knowledge and skills as well as for more advanced and specialised training to meet the needs of children/young people.

Care/support workers will receive support to update and maintain their professional qualifications through continuing professional development and any regulatory body requirements.

Depending on the setting, care/support workers who do not hold professional qualifications may be required to carry out tasks or skills which might have traditionally have been carried out by health or social care professionals or may require further training and assessment.

Some skills and tasks may be performed by care/support workers under an individual (person specific) delegation. This involves additional training (i.e. vocational training module) and assessment of competence carried out by a delegating professional (e.g. percutaneous endoscopic gastrostomy (PEG) feeds).

Some skills and tasks may be performed by care/support workers who have completed additional specific training and assessment under the direction/agreement of a health or social care professional (e.g. restrictive physical intervention).

Some extended skills and tasks may be performed by care/support workers who have completed additional training and have been assessed as competent by their manager/assessor (e.g. insertion of hearing aids).

Care/support workers must be able to refuse to undertake any skill or task if they do not feel competent to perform it.

7.13 Care/support workers will be suitably qualified.

Registered managers will have or must complete within three years a relevant (i.e. specific to children/young people's residential care) Level 5 Diploma in Leadership (or equivalent).

Registered managers who have not completed a relevant Level 5 Diploma in Leadership must have completed a relevant (i.e. specific to children/young people's residential care) Level 3 Diploma (or equivalent) or have a relevant professional qualification (i.e. social worker/nurse) and be working towards a relevant Level 5 Diploma which must be completed within three years of the date they are registered as a manager.

All other care workers in children/young people's residential care must complete a relevant (i.e. specific to children/young people's residential care) Level 3 Diploma within 2 years of the commencement of their employment.

The date qualifications must be gained by may be deferred if the manager/care worker has had a break in employment.

To establish whether an existing qualification is equivalent to either a Level 3 or Level 5 Diploma, registered persons should check whether the existing qualification has appeared in previous national (England) legislation or previous minimum standards.

In addition, registered persons should also establish whether the units completed in the candidate's original qualification have content which maps against the Level 3 or Level 5 Diploma. Any shortfalls must be addressed.

Registered persons will keep a record of the information they have considered to establish 'equivalence' in the care/support worker's personnel file.

Registered persons must ensure that a minimum of 50% of all care/support workers have completed a relevant Level 3 Diploma (or equivalent).

All care/support workers are expected to maintain their qualifications through continuing professional development.

7.14 Care/support workers will be given regular opportunities to discuss their role and identify any issues through formal supervision and appraisal.

The purpose of supervision is to promote standardised, safe and best practice by providing a channel for communication between manager/supervisor and worker.

Supervision:

1. Is a formal discussion about the worker's performance against the standards they are expected to meet
2. Ensures the worker is clear about their roles and responsibilities
3. Identifies the worker's personal development needs
4. Offers a source of support for the worker encouraging reflection on challenges and achievements
5. Encourages workers to share any issues or concerns

6. Will be carried out at least four times a year.

Appraisals are intended to provide workers with a forum to discuss their capabilities, training needs and development plans in relation to the needs of the business. Appraisals will be carried out at least annually.

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Standard 8.
You will feel safe.

What this means to children and young people:

You will feel safe and you will be safe. There will be lots of things that are done and that you can do to make you safe but these things should not stop you from doing normal things and things that you enjoy.

Things will be safe and secure, everyone will know what to do if there is a fire or other emergency.

Everyone including you will do their best to stop bullying. If you are being bullied you will know who to talk to and what will happen.

There will be some rules which you will be helped to make and keep to. If you break the rules, the people who care for you will help to work out why and see if there is anything that can be done to help you. Whatever you may do, you will never be hurt by anyone caring for you.

Relevant regulatory requirements:

Regulation 6. Conduct of service
Regulation 7. Openness and transparency
Regulation 9. Care and welfare
Regulation 11. Health and safety
Regulation 12. Safeguarding
Regulation 16. Shared responsibilities
Regulation 17. Control and restraint
Regulation 18. Workers
Regulation 19. Premises and equipment
Regulation 22. Notification of incidents, accidents and other events

8.1 Children/young people will feel safe and be safe. Care/support workers will help children/young people to understand how to protect themselves, feel protected and be protected from harm and abuse.

There will be a safeguarding policy and procedures which is in line with The Jersey Safeguarding Partnership Board Multi-Agency Procedures.

All care/support workers will:

- Be able to recognise signs of abuse
- Will know what to do if they have a concern

- Will know how to respond to children/young people who raise concerns
- Will ensure that the child/young person is supported through any child protection /safeguarding processes.

The policy will include:

- Definitions of abuse and neglect.
- Training requirements for care/support workers.
- Procedures to be followed if abuse or neglect is disclosed, reported or suspected.
- Instructions for care/support workers on action to be taken if an allegation or suspicion of abuse or neglect becomes known to them involving any member of care/support workers, visitor or manager of the accommodation.
- Guidance for care/support workers who are subject to allegations against them which makes clear how senior care/support workers will provide information and support to them.
- Details of how information will be shared with other registered persons, regulatory bodies and law enforcement agencies where required to assist in safeguarding children/young people from harm.

Registered Persons will cooperate fully with any investigations where appropriate.

There will be procedural guidance which will identify systems required in order to protect children/young people and minimise the risk of abuse whilst the child/young person is living or staying in the accommodation this includes guidance on:

- Making a full assessment of children/young people's histories and any experience of abuse including peer abuse.
- Recognition of inappropriate sexual behaviour of children.
- Recognition of indicators of substance abuse.
- Observing contacts between children/young people and children/young people and care/support workers.
- Supervision of children.
- Supervision and support of care/support workers.
- Recognition of possible involvement of children/young people in sexual exploitation.
- Confidentiality.
- Appropriate and inappropriate physical contact between care/support workers and children/young people.
- One to one time alone with care/support workers and children/young people.
- Intimate care and invasive procedures.
- Administering medications.
- Multi-agency working.

Care/support workers will be skilled to help children/young people to change behaviours which are harmful to them and will provide advice to children/young people on how to protect themselves from harm.

Where there are safeguarding concerns for a child/young person, their personal plan must include details of the steps to be taken to manage any assessed risks on a day to day basis.

Care/support workers will provide guidance to children/young people on how to use the internet safely. Age appropriate media will be available in the accommodation.

There will be guidance for children/young people and care/support workers on when it may be necessary to search a child/young person's possessions. They will be only be searched in accordance with the guidance and only on clear grounds which will be explained to the child/young person. Any search will be documented showing:

- Time and dates of search
- Reason for search
- What if anything found
- Who carried out the search
- Who was present during the search
- Signatures of all present at the search

8.2 Effective precautions, made in consultation with children/young people and care/support workers will be taken to ensure the security of the accommodation from access by unauthorised persons, without compromising or having an adverse effect on the care of children/young people living or staying there.

There will be a policy for visitors which will identify when authorisation is required, from whom and will state what measures are required to record visits.

Children/young people's property in the accommodation will be secure.

There will be a written policy in line with legislation and best practice guidance where CCTV is used or other security measures including electronic monitoring devices.

Auditory, electronic, visual or other monitoring systems will not be used unless:

- they have been specifically required for the individual child/young person within their personal plan;
- specifically approved by the child/young person's placing authority and/or
- specifically required by a court and
- noted in the Statement of Purpose

Such equipment is solely for the purpose of safeguarding and promoting the welfare of the child/young person or other children/young people in the accommodation and with the full knowledge of the children/young people affected.

8.3 Children/young people and care/support workers will know what to do if there is a fire or any other emergency.

Fire and safety procedures that meet statutory regulations and requirements set by the States of Jersey Fire and Rescue Service will be in place and followed. Risk assessments will be regularly updated.

Care/support workers will be trained and will know how to respond appropriately to emergencies, ensuring that risks to children/young people and others are identified and managed.

8.4 Care/support workers will know what to do if a child/young person is absent or goes missing.

There will be a policy and procedures which are in line with multi-agency procedures to support children/young people who are absent (not at the accommodation when expected) or missing. Information will be provided in the children/young people's guide in a way they understand explaining what will happen if they go missing/are not at the accommodation when expected.

The written procedures will cover:

- Action to obtain information about the whereabouts of the child/young person and to try to ensure the safety and welfare of the child/young person.
- Proportionate and appropriate response if location of the child/young person is established.
- Searching for any child/young person missing or believed to have run away from the accommodation.
- Reporting missing children/young people to the police, to the placing authority and to others including parents.
- Action to be taken on the child/young person's return.
- Allowing for any individual arrangements based on the needs of the child/young person (as agreed in their personal plan) and their legal status (i.e. if accommodated voluntarily or under a care order).

On return to the residential care setting the relevant persons will be notified and a return interview will be arranged.

Any reasons given for being absent are considered in relation to how the child/young person is cared for and the child's personal plan and where applicable the placing authority care plan.

Any report from a child/young person or suspicion that they went missing because of abuse will be referred immediately to the Multi-Agency Safeguarding Hub (MASH) and appropriate action taken to protect the child/young person concerned and others as necessary.

Written records will be made of:

- The circumstances of all incidents of absconding.
- All action taken by care/support workers.
- The circumstances of the child/young person's return.

- Any reasons given by the child/young person for absconding and any action taken in light of those reasons.

All care/support workers are aware of and will not exceed the measures they can lawfully take to prevent a child/young person leaving without permission.

When a child/young person is considered likely to go missing, there will be agreed procedures to monitor the child/young person and to reduce the likelihood of this happening. Procedures may include behavioural and/or therapeutic approaches to change the child/young person's behaviour. Any such measures must be used as agreed in the child/young person's personal plan.

Where there are frequent or concerning absences a multi-agency review of the child/young person's personal plans will be initiated by registered persons.

8.5 Children/young people and care/support workers will challenge any form of bullying or discrimination. Children/young people and care/support workers will know how to report any concerns which will be addressed appropriately.

There will be an anti-bullying policy based upon guidance and best practice which must include:

- Definitions of bullying including physical, psychological and verbal abuse.
- Different types of bullying – on grounds of race, gender, disability or sexuality.
- Cyber bullying.
- Bullying by care/support workers.
- Bullying which may occur elsewhere.
- Measures to prevent bullying and to respond to observed or reported bullying
- Training requirements for care/support workers in awareness of and effective strategies to counter bullying.

The anti-bullying policy will be cross referenced with the safeguarding policy.

Children/young people who are bullied will be supported and children/young people who bully others will be given appropriate support and guidance.

Registered persons will regularly carry out risk assessments which are recorded for health and safety purposes of the times, places and circumstances in which the risk of bullying, including abuse by other children/young people is greatest and will take action where feasible to reduce or counteract the risk of bullying.

8.6 Good behaviour will be encouraged.

Care/support workers will understand, manage and deal with children/young people's behaviour including encouraging children to take responsibility for their behaviour and help them to learn how to resolve conflict. There will be clear, fair boundaries, where

children/young people feel safe, encouraged and appropriately rewarded, so that they will thrive and do well.

Children and young people will be involved in suggesting, developing and agreeing on rules, rewards and sanctions where appropriate, regarding both 'house' rules and individual behaviour plans.

There will be a positive behaviour policy which will help to identify why children/young people may display challenging behaviours and how to support children/young people individually to manage their behaviour. The policy will include guidance for rewards and sanctions where appropriate. The use of sanctions should be proportional and individualised and not affect other children/young people. Children/young people will never be subject to:

- Any form of corporal punishment.
- Any deprivation of food or drink.
- Any restriction on seeing or staying in touch with friends, parents or other relatives (other than when restriction of contact has been identified to protect the child/young person).
- Any restriction on contact with visits to or from their solicitor, appointed guardian, social worker, independent person, inspector authorised by the Jersey Care Commission or any other authorised person.

Restrictive physical interventions should not be used unless it has been specified within an individual child/young person's personal plan as directed by a health or social care professional and then, should only be used when a situation warrants immediate action. De-escalation techniques should always be used to avoid the need to employ restrictive physical intervention, unless the risk is so exceptional that it precludes the use of de-escalation.

There will be a policy and procedures on the conditions when and how restrictive physical interventions may be used.

- Care/support workers will be fully trained and assessed as competent in the use of restrictive physical interventions.
- The child/young person will be supported after any occasion where restrictive physical intervention has been used.
- Incidents involving restrictive physical intervention will be recorded and reviewed.
- The Jersey Care Commission will be notified of any use of restrictive physical intervention which was found to be unlawful or not in the best interest of the child/young person.
- Care/support workers will receive debriefing after each incident where restrictive physical intervention has been required.

8.7 Accidents and incidents will be reported and investigated.

There will be an open and transparent incident policy which will identify who needs to be informed of incidents or near misses under what circumstances (i.e. parent/placing

authority). Registered persons will be required to carry out their own investigations and contribute to multi-agency investigations and reviews.

Registered persons have a duty of candour and must inform any affected children/young people (and/or their parent/others) of any unintended or unexpected incident, near miss or event which affects their health or well-being.

The child/young person will be supported appropriately following any accident or incident and will be fully involved and aware of any investigative process and findings.

Registered persons must notify the Jersey Care Commission of such incidents, accidents or other events that have posed or may pose a risk of harm to children/young people as specified by the Jersey Care Commission. (Appendix 6)

Learning from incidents will be actioned and monitored where appropriate to help prevent a similar situation from occurring.

Care/support workers will be trained in first aid and there will be access to first aid kits.

8.8 There will be a policy and procedures for the transportation of children and young people.

The policy will include:

- Insurance requirements
- Driver requirements
- Vehicle requirements (road worthiness etc.)
- Restraint requirements (seatbelts, height/age appropriate car seats etc.)

Vehicles used to transport children/young people will not be marked in a way which identifies its use for children/young people in residential care.

8.10 There will be a policy and procedures to promote online safety.

Children/young people will have access to the internet for education, training, employment and leisure activities including where appropriate social networking and email.

Children/young people will understand that there will be controls on online activity and access to websites which are informed by guidance and legislation.

Children/young people and care/support workers will understand online safety, cyber-bullying and measures to prevent and reduce harm from online activity.

8.11 The health and safety of children/young people, care/support workers and others will be protected.

Health and safety procedures will comply with legislation and best practice guidance and will cover:

- Maintenance of equipment.
- Working practices that are safe with risks to health and wellbeing, assessed and managed appropriately.
- The maintenance of a safe and healthy working environment.

Health and safety measures should not lead to an institutional feel or look.

Registered persons will promote safe and healthy working practices through the provision of information, training, supervision and monitoring of care/support workers.

There will be arrangements in place to ensure that the person in charge of the accommodation at any given time receives all information necessary to fulfil their health and safety responsibilities.

Risk assessments will be carried out for all areas of work, including:

- Premises and grounds
- Vehicles
- Equipment
- Children/young people's known and likely activities
- Potential for self-harm, bullying and abuse
- Impact of emergency admissions for both the admitted child/young person and the existing children/young people.

Findings from risk assessments will be recorded and actions taken to reduce and manage risk.

Registered persons will regularly review the implementation and effectiveness of actions as a result of risk assessments.

Standard 9.

Your health and wellbeing will be promoted and you will be helped to access services to meet your needs.

What this means to children and young people:

The people who care for you will want to know if there is anything that they can do to help you be healthy, feel well and be happy. You will be asked about your health and how you are feeling. You will be able to see a Doctor when you need to or want to and you will be able to choose to see the Doctor on your own or take someone with you if you are old enough. The people caring for you will arrange or help you to arrange trips to the dentist, opticians and to see others who can help you with your feelings, like a counsellor or mental health services if you want to.

The people who care for you will have done the right training to make sure that they know how best to help you. If you need special equipment then that will be there and the people who care for you will know how to use it safely.

If you need to take medicines then the people who care for you will help you by making sure you get the right medicines at the right times. If you are able to look after your own medicines then the people caring for you will help you to make sure you take them properly.

Relevant regulatory requirements:

Regulation 6. Conduct of service
Regulation 8. Respect and involvement
Regulation 9. Care and welfare
Regulation 13. Cleanliness and infection control
Regulation 15. Management of medicines
Regulation 16. Shared responsibilities
Regulation 18. Workers
Regulation 19. Premises and equipment

9.1 Children/young people's views and experiences will be sought to assess their health and well-being needs.

Children/young people will be fully involved in identifying their health and wellbeing needs on their personal plan which will include:

- Medical history
- Mental health
- Any specific medical or other health interventions which may be required
- Any necessary preventative measures
- Allergies or known adverse reactions to medications

- Dental health
- Hearing
- Eyesight
- Records of developmental checks/vaccination schedules
- Specific treatment therapies or remedial programmes needed in relation to physical, emotional or mental health
- Health monitoring required by care/support workers
- The involvement of a child's parents or significant others in health issues

Personal plans will be developed in a way to empower children/young people to take age appropriate responsibility for their own health and wellbeing.

Statutory health assessments will take place and be reviewed at appropriate times.

9.2 Children/young people will be registered with a general practitioner and will have access to mental health services, dentists, eye care therapeutic or other specialised services when required.

Children will be offered regular check-ups at the dentist/opticians or other services.

Children/young people will be supported to attend appointments and care/support workers will help children/young people to follow any advice.

Children/young people competent enough to do so will be enabled to make choices concerning their nursing, medical, dental and other health needs.

Children/young people subject to their age and understanding will choose whether or not they are accompanied by a care/support worker when being seen by a doctor, nurse, dentist or other health/social care practitioner.

Care/support workers will understand and respect children/young people's rights to privacy and confidentiality and will be aware of the laws around consent to medical treatment.

9.3 Children/young people will receive individual age/development appropriate health and wellbeing guidance and support to enable them to take responsibility for their health and wellbeing.

Guidance will include:

- Sexual health
- Mental health
- Healthy living
- Substance misuse
- Personal hygiene
- Physical development and growth
- Social issues

- Individual specific health or wellbeing needs and requirements.

9.4 Care/support workers will be appropriately trained and competent to meet the health, wellbeing and physical needs of children/young people.

Care/support workers will respond appropriately to children/young people who are not feeling well physically or emotionally in a caring and compassionate manner.

Care/support workers will know when and how they need to escalate any concerns about a child/young person's health or wellbeing to the appropriate health/social care practitioner or service.

Care/support workers will be trained in first aid and will have access to first aid kits. Accidents should be recorded as directed in the incident/accident policy and procedure.

Children/young people with particular health needs or a disability including physical or sensory impairment or learning disabilities will be provided with appropriate support and care.

Care/support workers will protect children/young people's dignity at all times.

Care/support workers will understand the needs of children from minority ethnic and cultural groups and specialist advice will be sought if necessary.

Care/support workers will be trained on health, development, hygiene, first aid and will know how to deal with a spillage of blood or bodily fluid and how to recognise the symptoms of infections and communicable diseases.

Therapeutic techniques (any technique intended to relieve or treat a physical, social, emotional, behavioural, psychological or cognitive problem, the application of which requires skills or knowledge beyond what would normally be expected of a parent or teacher) will only be used if:

- It is specified in the child/young person's personal plan and specifically approved by the placing authority.
- It is a safe and effective technique which is supported by evidence.
- It will only be carried out by, on the direction of, or under the supervision of a health or social care practitioner who holds a current recognised qualification in the therapy concerned. Registered persons must ensure that the qualification is valid.
- Care/support workers using the technique will be supervised by a person independent from the accommodation who is qualified and experienced in the therapy concerned.

Clinical tasks such as enteral nutrition (PEG feeding), airway management, catheterisation etc. will only be carried out by competent health care professionals or in some circumstances by other care/support workers under an individual child/young person specific delegation. The delegating health care professional will be responsible for assessing competence of any care/support workers involved in the task following adequate suitable training, supervision

and observation. The delegating health care professional will retain responsibility for that aspect of the child/young person's care. Any delegation must meet professional standards and guidance.

9.5 Children/young people will have access to any equipment or devices which may be required to meet their health, wellbeing or physical needs.

Care/support workers will be trained and competent in the use of any equipment needed to meet the health, wellbeing, physical and sensory needs of children/young people.

There will be an equipment and devices policy and procedure which identifies responsibilities for maintenance and checks which should be recorded within the child/young person's personal plan.

9.6 There will be a policy and guidance on promoting the health and wellbeing of children/young people.

The guidance will include:

- Immunisation and screening
- Nutrition and diet
- Exercise and rest
- Personal hygiene
- Sexual health
- Alcohol, smoking and substance misuse
- HIV and AIDS and other blood borne viruses
- Mental health

There will be links to services such as CAMHS, sexual health services and addiction/substance misuse services. Access to services will be supported and care/support workers will be aware of external support organisations.

Care/support workers will be trained in mental health promotion and suicide awareness including risk assessment.

9.7 There will be a policy and procedures to ensure that children/young people receive any medications they require safely and effectively.

Where appropriate children/young people may be supported to manage their own medication. The arrangements for self-medication including safe storage, ordering and collection will be clearly detailed within the child/young person's personal plan and risk assessment.

Medicines should only be administered by care/support workers who have completed appropriate training and have been assessed as competent to administer medicines on at least an annual basis.

The administration of any medicine by care/support workers will be recorded and signed on a Medication Administration Record (MAR) chart, which must be written/produced by the prescriber or pharmacist (transcribing unless in exceptional circumstances is not permitted).

9.8 Medicines will be managed in compliance with legislative requirements, professional standards and best practice guidelines.

Medication management requirements are detailed in Appendix 7

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Standard 10.

Your meals will be varied, healthy and tasty and will be based around your likes and dislikes.

What this means to children and young people:

The people who care for you will want to know what foods you like and if there is anything that you can't eat because you are allergic or don't eat certain foods because of your religion or other reasons. You will be helped to take part in choosing foods, shopping, cooking meals and tidying up after meals. There will be lots of healthy foods to choose from and you will be able to try different foods that you may not have tried before. If you don't like a meal, there will always be something else you can eat instead. Drinks and healthy snacks will always be available and if it is safe for you (if you are old enough) then you will be able to make your own drinks and snacks when you want.

The people who care for you will help to make meals a time when everyone in the home can sit together, chat and enjoy their food. The people caring for you will make sure you get any help you need to be able to enjoy your meals

If you need special help with food and drink, the people who care for you will know how they can make sure you have everything that you need.

Relevant regulatory requirements:

Regulation 14. Nutrition and Hydration

10.1. Children/young people's dietary needs, choices and preferences will be recorded in their personal plans and reflected in the food and drinks they are offered.

Allergies, ethical/cultural/religious requirements will be recognised and procedures will be in place to ensure that food and drink is safely stored and cooked to prevent cross contamination.

Children/young people will be offered a range of nutritious meals in adequate quantities and encouraged to try different foods and foods from different cultures. There will always be an alternative available if needed.

Children/young people including those with disabilities have access to the kitchen appropriate to their age and abilities to make drinks and snacks. Fresh fruit and vegetables will be offered at every meal time and available for snacks. Fresh drinking water will be available at all times.

Care/support workers will ensure that children/young people have access to any equipment or support that is needed for eating and drinking.

Food will be well prepared, cooked and presented and any care/support workers involved in the preparation or serving of food will be adequately trained in food hygiene.

10.2 Children/young people will be involved in meal planning and preparation.

Children/young people will be encouraged to take part in shopping for food, preparing and cooking meals and snacks, cleaning up and planning menus.

Age and ability appropriate support will be given to children/young people to develop independent skills around shopping, healthy meal planning and cooking.

Care/support workers will promote the social aspects of meal times and a community approach to mealtimes will be encouraged. If a child/young person misses a meal for any reason, provision will be made to ensure they are offered a meal or alternative at a suitable time.

DRAFT

Standard 11.

You will be helped to do your best at school, college or work.

What this means to children and young people:

Everyone wants you to do your best at school, college or at work if you have a job. The people caring for you will want to know how they can help you to do your best and if you need any extra help. If you are having any problems they will work with you and your school or college to try and sort them out. You will be able to go on school trips and take part in after school activities, the people who are caring for you will help to sort out transport and make sure you have everything you need.

There will be computers and books you can use and you will have a desk in your room where you can work quietly. You will have everything you need for school or college.

The people caring for you will come to cheer you on at school or college events and sports games.

If you don't go to school or college (or want to get a Saturday or holiday job), the people who care for you will help you to find work or training and will be able to tell you where you can get more help. They will help you make applications, prepare for interviews and help to sort out travel arrangements.

Relevant regulatory requirements:

Regulation 6. Conduct of service

Regulation 9. Care and welfare

Regulation 29. Education, employment and leisure activity

11.1 Children/young people's right to education will be promoted and supported.

Children/young people's education/learning needs will be identified during their initial assessment and will be regularly assessed.

Children/young people's personal plans will address:

- Education and particular educational establishment
- Special education needs and how they will be met
- Level of monitoring of attendance
- Involvement of others in education
- Dates of educational exams or assessments
- Responsibilities for liaising with schools, careers services, advance to work schemes, employment agencies and local employers.
- Arrangements for travelling to and from school/college.

11.2 Children/young people will be encouraged and supported in home work activities.

Care/support workers will seek guidance from the school/college to find out how to meet children/young people's learning needs.

Children/young people will have access to a wide range of resources including computers, information technologies and other educational resources.

Children/young people will be provided with opportunities beyond the school or college day to engage in activities which promote learning.

Care/support workers will ensure that children/young people have the necessary equipment they need for learning.

11.3 Children/young people will be supported to attend school or college regularly and care/support workers will work with the child/young person and teachers to address any issues.

Travel arrangements to/from school should be identified and planned.

Regular contact with schools/colleges attended by children/young people will be maintained in order to monitor attendance. Daily contact should be made when children/young people are thought to be especially vulnerable or prone to frequent absences during the school day.

Where there is continued absence from school/college a registered person will initiate a review of the child/young person's personal plan.

11.4 Children/young people will be supported to take part in wider educational opportunities such as school trips and clubs.

Care/support workers will support children/young people in the arrangements and travel for events and trips.

Care/support workers will support children/young people by attending events/matches parent meetings or other community events.

11.5 Children/young people who no longer receive compulsory full-time education will be supported to participate in further or higher education, training or employment.

Children/young people will be supported with reviewing their options which may include visits to different educational establishments and support with application/interviews and travel arrangements.

Where appropriate children/young people will be supported to attend appointments at Social Security.

Standard 12.

You will be helped and encouraged to have fun and take part in community life.

What this means to children and young people:

Everyone wants you to feel comfortable, have fun and do the things you enjoy. The people who care for you will want to know the things you like to do so that they can sort things out to make sure you can carry on doing them.

You will be asked to think about things that you would like to do with other children and young people, like visits and activities. The people who care for you will help to sort out the details and make sure that things are done to keep you safe.

The people caring for you will help you to take part in community events and activities that you are interested in.

There will be toys, games and things to do and play. You will be able to play video games and watch movies that are right for your age.

Birthdays and other celebrations will be special and you will get to decide how you want to celebrate your birthday. You and the other children and young people in the home will make plans for celebrating other events like Christmas and Halloween.

Relevant regulatory requirements:

Regulation 6. Conduct of service

Regulation 9. Care and welfare

12.1 Children/young people will be supported to engage in leisure/sporting activities they enjoy both within the accommodation and in the community.

Children/young people's wishes and preferences regarding leisure/sports/interests and hobbies will be identified and support to undertake activities will be identified during the initial assessment and should be regularly reviewed.

Children/young people will be encouraged to meet with care/support workers individually or in groups at house meetings to plan activities, trips and outings.

Activities planning will take into account the safety of children/young people. Risk assessments will be carried out where hazards are identified and consent will be sought from those with parental responsibility where necessary.

Risk assessment or safety requirements will not inhibit children/young people from undertaking activities they enjoy that a reasonable parent would allow.

Any high-risk activity arranged for children/young people should be supervised by people who hold relevant qualifications to supervise children/young people's involvement in that activity (i.e. the qualification for instructing children/young people awarded by a recognised national body for the activity concerned).

There will be a balance between structured/planned activities and enabling children/young people to have free time.

12.2 There will be facilities and equipment available for educational and recreational activities which encourage children/young people to explore and learn through a diversity of media appropriate to their language, age, ability and understanding.

Children/young people will have access and choice in a selection of age, gender, culture appropriate toys, games, music, magazines, etc.

Computer games/consoles, internet usage, television/video will be age appropriate and controls will be in place to promote safe use.

12.3 Children/young people will be encouraged and enabled to make and sustain friendships with children and young people both within and outside the accommodation.

Friends will be able to visit the accommodation and these visits will be reciprocated.

Children/young people will understand, accept and demonstrate their rights and responsibilities as members of the wider community.

Care/support workers will promote the involvement of all children/young people, counter isolation of individuals by others, nurture friendships between children/young people and support those who for any reason feel that they do not 'fit in'.

12.4 Children/young people will be encouraged and enabled to make a positive contribution to where they are living or staying and the wider community.

Children/young people will be encouraged to play a part of the wider community in which they live and are enabled to participate in community life through links established to community organisations for leisure, sports, arts and culture.

Children/young people will be encouraged and supported to undertake age appropriate activities such as volunteering, apprenticeships, work experience and paid work.

Care/support workers will seek networks which offer opportunities for children/young people to get involved.

12.5 Children/young people will be involved in the preparation and celebrations of birthdays, cultural and religious festivals and events.

Children/young people will be given the opportunity to plan events and celebrations. Arrangements will be discussed individually or at regular house meetings.

DRAFT

Standard 13.

When the time comes, you will be prepared and ready to leave.

What this means to children and young people:

It doesn't matter how long you've stayed, everyone wants to make sure that when you leave, you feel ready and are ready for wherever you are going. When you first arrive you will talk about what may happen next so that you and the people caring for you can make plans to help you be ready.

If you have stayed for a short break, then you will be ready for your next stay and will have everything you need to take home with you.

If you are leaving to live somewhere more independently, then you will have learned the skills you need to be more independent like cooking, looking after yourself and handling your money. You will get the help you need with finding accommodation, sorting out your health needs and applying for benefits and support.

Relevant regulatory requirements:

Regulation 6. Conduct of service

Regulation 8. Respect and involvement

13.1 Children/young people will be fully involved in discussions and planning around leaving.

Children/young people's initial assessment and personal plans should identify short term and/or long term goals of the placement which may include the development of self-care skills in preparation for independence.

13.2 The daily life at the accommodation will provide opportunities for children/young people appropriate to their age and needs to develop the knowledge and skills needed for independent living.

Young people leaving to live more independently will be ready and will feel confident.

Children/young people will:

- Have been supported to develop self-care skills, including cooking, managing money, managing a household and living with neighbours.
- Know where to get advice if they have financial issues.
- Have received advice on how to access benefits, housing, health and other services.
- Have been supported to develop social skills such as forming and maintaining relationships.

13.3 Care/support workers will ensure that all arrangements are in place to ensure that children/young people's needs and requirements are identified, planned and will be met when they leave.

Children/young people who will be moving into independent living within the following 12 months will have a personal transition plan which specifies separately the support and assistance they will need to enable successful transition into independent living.

Transition plans will outline arrangements for:

- Education, training and employment.
- Securing safe and affordable accommodation.
- Support for disabilities or other specific requirements.
- Financial assistance to enable the child/young person to set up and maintain independent accommodation if applicable.
- Social Security benefits.
- General and specialised health education and health care and other services such as counselling.
- Maintaining existing important networks as defined by the child/young person which may include the care setting they have been living in or staying at.
- Creating new networks of advice and support.
- Leisure pursuits.
- Seeking support or assistance.

Children/young people having short break placements will be prepared for future short break placements. Any ongoing support or services required will be arranged and the child/young person will have everything they need when they leave.

If the child/young person who is leaving is not transitioning into independent living or finishing a short break, then this should be planned accordingly, ensuring that the child/young person is fully involved in the decision making process.

The child/young person will be supported by the key worker, who will ensure that arrangements are in place to meet all of the child/young person's needs, and that where necessary, introductions and visits are planned and supported.

Children/young people will have suitable luggage/packing materials for any move.

Standard 14.

Yours and other people's thoughts, worries and complaints about how you are cared for or where you live or stay will be listened to and taken seriously.

What this means to children and young people:

Everyone wants for you to be comfortable and relaxed, so as well as being asked how you find things, you will be happy to say if something is not right. You will be listened to and taken seriously. You won't get into trouble for speaking up. There will be different ways that you can bring up problems or issues and you will know who you can speak with privately if you choose to.

You and the other children and young people may have meetings together where you can bring up anything that is bothering you. These meetings will also let you make plans for meals, shopping, visits, trips and celebrations.

If you don't want to speak to someone there, then you will know someone else that you can speak to.

The people caring for you have to speak up if something is wrong and there is a way that they can do this without worrying about getting into trouble.

There will be things that the people caring for you will have to do to show that they have listened to you. They will have to look in to what you have said, they will need to do things that make things better, they must be fair at all times and need to make sure that you know what is going on.

Relevant regulatory requirements:

Regulation 18. Workers

Regulation 23. Complaints

14.1 Feedback on how the service operates will be responded to positively.

Children/young people and others will be encouraged and supported to provide feedback about how the service operates.

There will be regular house meetings where children/young people will be able to raise and discuss general concerns informally and speak openly with others about how the service operates. The meetings will also enable children/young people to discuss and decide on meals, shopping, planned activities, visits and trips. These meetings will be recorded and brought to the attention of the registered persons.

14.2 Children/young people and others will be supported to speak up when things are not right.

Children/young people will know who can support them to raise a concern.

Children/young people's complaints and concerns will be listened to and taken seriously.

Complaints will be dealt with in line with clear procedures and investigated by someone who is not involved in the complaint.

Children/young people will have access to trusted adults such as social workers, mentors or advocates outside the accommodation and know how to contact helpline services such as Childline, NSPCC

14.3 There will be a complaints policy and procedures.

Children/young people and others will be provided with a copy of the complaints policy and procedures which will be in a suitable format that allows children/young people to understand the procedures depending on their age and ability.

Children/young people will know and feel able to complain if they are unhappy with any aspect of living or staying in the accommodation. Contact cards, Apps and other means of raising issues and complaints suited to the child/young person's age/ability will be available at all times.

Children/young people will be assured that raising a complaint will not result in them being treated unfavourably.

Children will be assured that details of their complaint will not be widely shared beyond those who need to know.

Children/young people will be supported and kept informed throughout the complaints process.

The complaints procedure will set out the investigative process within specified timescales for action.

An independent person is involved from the onset of considerations of any complaint.

If the first stage consideration has not satisfied the complainant, a panel that includes at least one independent person will be convened to consider the complaint.

There will be a record of all complaints which will be monitored on a monthly basis.

A written record of the complaint will be kept in the relevant child/young person's care record. Registered persons will ensure that a record is kept of all communication with

complainants, the results of investigations, action taken and the level of a complainant's satisfaction with the outcome.

Children/young people will be encouraged to sign where appropriate or indicate their satisfaction or otherwise with the management and outcome of the complaint.

A systematic audit of complaints will be carried out to identify recurring issues. There will be mechanisms in place to use the information gained to improve the quality of the service.

14.4 There will be a whistleblowing policy and procedures.

Registered persons will promote an open, transparent and safe working environment where care/support workers feel able to speak up.

Care/support workers will be encouraged to raise concerns without fear of retribution. Complaints will be handled appropriately, monitored and reported on.

Care/support workers will be assured of the registered person's support if they raise valid concerns about the practices of colleagues. Care/support workers will be assured of support if they raise valid concerns about the practices of registered persons.

The policy will include:

- An explanation of what whistleblowing is, particularly in relation to the setting.
- A clear explanation of the organisation's procedures for handling whistleblowing, which can be communicated through training.
- A commitment to training care/support workers at all levels of the organisation in relation to whistleblowing and the policy.
- A commitment to treat all disclosures consistently and fairly.
- A commitment to take all reasonable steps to maintain the confidentiality of the whistleblower where it is requested (unless required by law to break that confidentiality). Clarification that any so-called 'gagging clauses' in settlement agreements do not prevent workers from making disclosures in the public interest.
- An idea about what feedback a whistleblower might receive.
- An explanation that anonymous whistleblowers will not ordinarily be able to receive feedback and that any action taken to look into a disclosure could be limited – anonymous whistleblowers may seek feedback through a telephone appointment or by using an anonymised email address.
- A commitment to emphasise in a whistleblowing policy that victimisation of a whistleblower is not acceptable. Any instances of victimisation will be taken seriously and managed appropriately.
- The time frame for handling any disclosures raised.
- Clarification that the whistleblower does not need to provide evidence for the employer to look into the concerns raised.
- Signpost to information and advice to those thinking of whistleblowing, for example Trade Unions
- Information about escalating concerns outside of the organisation.

Standard 15.

How you are cared for and where you live or stay for will be monitored and reviewed regularly to sort out any issues and make things better for you and other children and young people.

What this means to children and young people:

There will be lots of things in place to make sure that your stay is right for you and safe. The people who are in charge have lots of jobs that they have to do to be able to show that everything is as good as it should be and they have to show that they have listened to you and made things better when they need to.

As well as the people there making sure things are right, there has to be a person who doesn't have anything to do with where you live or stay who will come in every month and check that everything is ok and you and the other children and young people are happy, well and safe.

You and the other children and young people will be asked to think of ways to make the home even better and will help the people caring for you and the people in charge to make things better.

Relevant regulatory requirements:

Regulation 3. Conditions of registration

Regulation 5. Requirement to meet standards for compliance

Regulation 6. Conduct of service

Regulation 9. Care and welfare

Regulation 13. Cleanliness and infection control

Regulation 31. Appointment of independent persons

Regulation 32. Independent person: visits and reports

15.1 There will be a coherent and integrated organisational and governance framework in respect of children and young people's residential services.

This will be appropriate to the needs, size and complexity of the service.

There will be clear lines of professional and corporate accountability which assure the effective delivery of the service.

15.2 There will be systems in place to discharge, monitor and report on the delivery of its functions in line with legislative requirements, standards and guidance.

There will be structures and processes to support, review and action governance arrangements for children/young people's services. This includes but is not limited to:

- Corporate
- Financial
- Health and safety
- Social care
- Health/clinical care
- Information management

15.3 There will be systems for identifying escalating risks to service provision and management structures in place to effectively respond to identified risks.

There will be policies and procedures in place to prevent, identify, manage and review adverse incidents to prevent reoccurrence and assure learning across the service.

There will be a workforce strategy that clarifies structure, function, roles and responsibilities of care/support workers.

Each care/support member will be fully aware of, supported and trained to fulfil their responsibilities within the governance arrangements.

There will be effective human resource policies and procedures in place to ensure the workforce planning, skill mix, recruitment, training, supervision and development opportunities to deliver the service in compliance with legislation, standards and guidance.

There will be systems and processes in place to ensure that urgent communications, safety alerts and notices, standards and good practice guidance are made across the service in a timely manner.

There will be planned responses to a range of foreseeable crises (e.g. outbreaks of illness, fires, utilities outages, serious allegations, significant accidents, staffing shortages, and control problems within or outside the accommodation).

15.4 There will be systems in place to monitor, audit and review the quality of care within the service.

The findings of such activities will be acted upon and disseminated across the service.

There will be feedback mechanisms in place which integrate the views of children/young people, relatives, carers and care/support workers into the evaluation and review of the quality of care. This will be informed by research and relevant evidence bases that guide good practice in the sector.

There will be regular reports on governance arrangements and ongoing continuous improvement within the service.

15.5 There will be systems in place to monitor and evaluate the performance of the service against its Statement of Purpose and for regular reviewing of the statement.

- Care/support workers will be involved in the systematic evaluation and discussion of their work and the work of the accommodation.
- Children/young people, parents and care/support workers will have the opportunity to contribute to evaluation.
- Evaluation will be continuous and will take account of relevant national and local advice and guidance.
- Care/support workers will have clear plans for maintaining and improving services
- Information will be produced for residents and others outlining the performance of the accommodation.

15.6 There will be a written development plan for the future of the service.

The plan will either identify any planned changes in the operation or resources of the service or confirm continuation of the service's current operation and resources. It should include an evaluation of operations and resources and be reviewed annually.

15.7 An independent person will be appointed to visit on a monthly basis and complete a report regarding children/young people's wellbeing and safety.

The independent person will report on whether in their opinion:

- Children/young people are effectively safeguarded and
- The conduct of the service promotes children and young people's wellbeing

Further details about the appointment and role of an independent person can be found in Appendix 1 (Regulation 31).

(To be added)

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Absence of the manager
Access to bedrooms
Access to personal files and other records
Accessibility
Accidents – reporting, recording and notification
Accounting and financial arrangements
Administration of finance (petty cash) and allowances
Admission of children and young people
Alcohol, drugs and misuse of substances
Assessment
Bullying
Care practices
Children/young people missing from the accommodation
Children/young people's meetings
Children/young people visiting friends
Clinical waste disposal
Clothing and personal requisites
Complaints and representations
Computer use, social media and internet safety
Confidentiality
Contact between children/young people, their family members and others
Countering racism and discrimination
Discharge/transition from the accommodation
Education and training
Employment of resident children/young people
Equality
Extra-curricular activities
Fire safety
First aid
Food hygiene and safety
Gender, sexuality and personal relationships
Harassment
Health and safety
HIV/AIDS awareness
Holidays for children/young people
Implementation of placement plans
Independent visitor
Infection control
Inspections
Insurance
Intimate care
Involving children/young people in decisions making
Keys for children/young person's rooms
Key working

Leisure activities, sports and other activities
Management of medicines
Management of records
Managing behaviour, aggression and violence
Menu planning
Minority ethnic groups
Mobile phones
Moving and handling
Night supervision
Notification of events
Occupational health arrangements
Permissible sanctions
Personal expenses allowances/pocket money
Personal possessions – security and insurance
Physical contact by staff with children and young people
Physical restraint
Placement plans
Privacy for children/young people
Promoting good health
Promoting social and life skills
Quality improvement
Recording and record keeping
Repairs and maintenance
Responding to allegations or suspicions of abuse
Reviews
Risk management
Safe and healthy working practices
Safeguarding
Safe recruitment
Searching children/young person's rooms/belongings
Security of and in the accommodation
Sleeping arrangements and bed times
Smoking
Specialist services
Spending one to one time with children
Staff absent from work
Staff contact with children/young people
Staff disciplinary/grievance procedures
Staff handovers
Staff induction
Staffing the accommodation
Staff meetings
Staff rotas, shift management and on-call arrangements
Staff supervision and appraisal
Staff training and development
Transport, provision and use
Visitors

Volunteers

Whistleblowing

Working with parents, family members and significant others

DRAFT

Identification and Right to Work in Jersey

Before employing a successful candidate, an employer will check photographic identification, proof of address and residential and employment status in line with the requirements of the Control of Housing and Work (Jersey) Law 2012.

Employers will:

- Check the candidates' Registration Card is in date
- Check photographic identification (i.e. passport/driving license)
- Take a photocopy of the Registration Card and photographic identification
- Return the Registration Card to the applicant.

References

Reference requests will seek objective and factual information which will be used to support appointment decisions.

Organisations will seek the necessary references to validate a minimum period of three consecutive years of continuous employment or training immediately prior to the application being made. The number and type of references obtained for each candidate may vary slightly, depending on whether the individual has held employment or has studied for a consecutive period of three years and/or how many episodes of employment or training they may have had during this time.

In all cases a minimum of two references will be requested directly from referees and not through a third party or the candidate themselves; references addressed to 'whom it may concern' will not be accepted.

One of the references must be the candidate's current or most recent employer and there must be a reference from their last care role if they are not currently working in a care role, but have done previously.

Organisations will need to satisfy themselves that both referee and organisation are genuine and references are provided by someone in a more senior position to the candidate. Where there is any concern or discrepancy in a reference received, a follow up phone call to the referee should take place to verify the referee's identity and clarify the contents of the reference received. A record of the discussion should be kept.

There is no legal obligation to provide references, however, the Regulation of Care (Jersey) 2014 Law states that "a registered person must share information with other registered persons, regulatory bodies and law enforcement agencies where to do so would assist in safeguarding care receivers from harm"(12(2)). It is expected that all registered persons recognise the importance of providing references and will as a minimum provide the information outlined below:

Confirmation of employment request		
(To be used after a conditional offer of employment – sickness absence included)		
Name of applicant		
Date of birth		
Please confirm employment dates	From:	To:
Please confirm the applicant's current/most recent job title and grade if appropriate		
Please confirm the applicant's reason for leaving (if known)		
Please detail how many days sickness the applicant had over the past two years and in how many episodes	Number of days	Number of episodes
Are there any current warnings on the applicant's record?	Yes / No (please delete as necessary)	
If yes, please provide details		
Is the applicant currently under investigation for any matter under any of your employment policies?	Yes / No (please delete as necessary)	
If yes, please provide details:		
Are you aware of any allegations that were made against the applicant that relate to any safeguarding issues/referrals (including any referrals to DBS/professional or regulatory bodies)?	Yes / No (please delete as necessary)	
If yes, please provide details:		
The answers given above have been provided in good faith and are correct to the best of my knowledge and belief.		
Referee name (Please print):		
Referee job title:		
Organisation:		
Contact details:	Email:	Telephone:
Signature	Date:	

The Jersey Care Commission recognises that there may be circumstances where gathering references may be difficult for example for school leavers or people returning to work after a

long period away from the work place. In these situations the Jersey Care Commission will expect to see evidence that organisations have done all that they can to ensure that the applicant is fit and suitable for the role by other methods which may include a character reference from a professional person, evidence of a higher level of supervision prior to assessment of competence or other verification of what the person has been doing.

Verification of Qualifications and Professional Registration

The candidate should be asked to provide proof of qualifications at interview. Only original certificates should be accepted and copies must be kept in personnel files. If there is any uncertainty about the validity of any documentation then it should be checked with the awarding or registering body.

If a candidate has claimed that they are registered with a professional or regulatory body (i.e. HCPC, NMC etc.) then their registration must be checked through the relevant local and national employer checking service. Registration checks must be undertaken, even if the registration is not required for the role.

Criminal Records and Barring Lists Checks

Candidates must not commence employment until the employer has carried out and received the relevant Disclosure and Barring Service (DBS) certificate. Unless the candidate has subscribed to the online DBS update service, then a new DBS check must be carried out by any new employer regardless of the date of any previous certificate applied for by another employer.

For candidates who have lived in or are from overseas, the application process for criminal record checks or 'Certificates of Good Character' varies from country to country. Further information is available from the UK Home Office website. www.gov.uk.

It is an offence under the Regulation of Care (Jersey) Law 2014 to employ a person who:

- Has been sentenced to a term of imprisonment (whether immediate or suspended), without the option of paying a fine; and is, in the reasonable opinion of the Registered Manager of the regulated activity unsuitable to work in that regulated activity or
- appears on the barred list or has been convicted of an offence against a care receiver in any jurisdiction if the conduct would be an offence in Jersey.

If the DBS certificate reveals information that the applicant did not provide on their application then the discrepancies should be raised with the person concerned to establish why it was not disclosed.

Information provided on a criminal record check is confidential and it is an offence for DBS information to be passed to anyone who does not need it in the course of their duties.

Copies of DBS certificates should be kept in a locked cabinet separately from personnel files for viewing by the Jersey Care Commission. The Jersey Care Commission shall provide

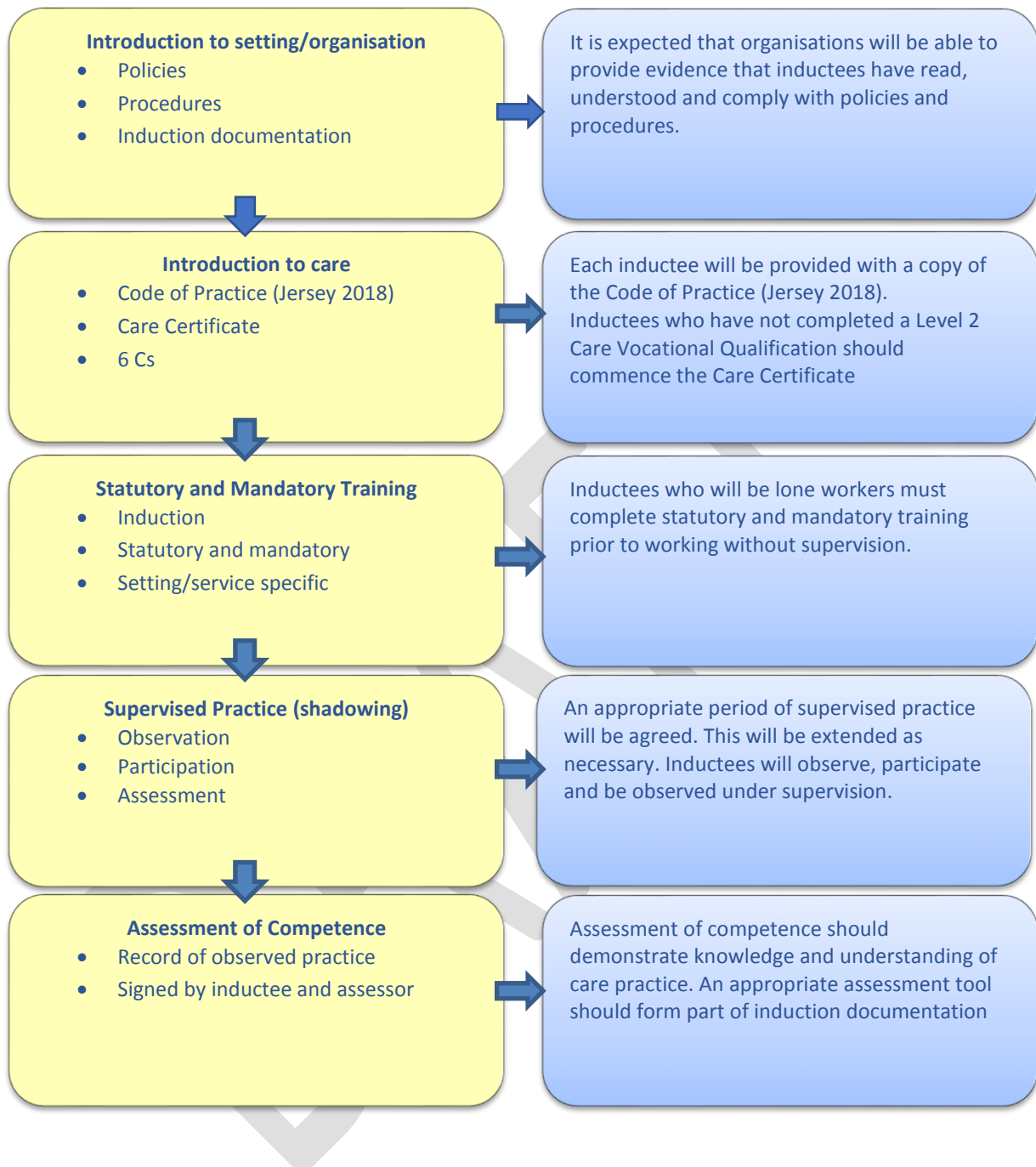
confirmation that the certificate has been viewed. This confirmation which will not detail any sensitive information may then be kept in the care/support worker's personnel file and the copy of the original DBS certificate can be returned or destroyed.

DBS checks should be undertaken at least every three years, or more frequently as part of an organisations or individual risk assessment.

Safer recruitment checks may highlight information which requires further scrutiny and consideration, for example criminal convictions or restrictions on an individual registration status (regulatory or professional body). Organisations should have established risk assessment processes in place to determine whether the applicant is suitable for the post.

Contracts of employment must include the employee's duty to declare any:

- Charges
- Convictions
- Professional registration changes or restrictions.



Appendix 5

Minimum Statutory and Mandatory Training Requirements

Registered persons will identify mandatory training requirements based upon the needs of the children/young people who are cared for. This will be in line with the written Statement of Purpose.

Statutory and mandatory training (All care/support workers)		Location/person/risk specific
Health and Safety	Moving and Handling	Learning disabilities
Communication	Fire safety	Mental Health
Equality, diversity and human rights	Emergency response	Capacity and Self Determination (age 16+)
Learning disabilities, mental health	Infection control	Conflict resolution
Data Protection	Safeguarding	
Food Hygiene	Child development	

Location/person/risk specific training requirements are dependent on the needs of the children/young people accommodated.

Whilst basic learning disabilities and mental health training is mandatory for all care/support workers in children's residential settings (and covered in the Care Certificate), additional training is required for care/support workers who directly care or support children/young people with learning disabilities and/or mental health issues.

This additional training should be at the appropriate level identified through local or national guidance (e.g. Skills for Health Core Skills Education and Training Framework for Learning Disabilities).

(To be added)

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Medicines will be managed in compliance with legislative requirements, professional standards and guidelines.

1. Facilities and equipment for the storage of medicines will meet the following requirements:
 - There will be an identified room for storing medicines and medicinal products that is secure.
 - Standards modular cupboards conforming to British Standards will be provided for the secure storage of medicines. Where necessary there will be suitable lockable trolleys to prevent unauthorised access to medicines whilst they are being administered.
 - Controlled Drugs administered by care/support workers must be stored in a metal cupboard which complies with the Misuse of Drugs (Safe Custody) (Jersey) Order 1981. This includes the use of a heavy gauge metal cabinet with a double locking mechanism.
 - Sufficient space will be provided to store, access and administer medicines safely.
 - There will be easy access to hand washing facilities.
 - Provision will be made for medicines to be stored under optimum environmental conditions (temperature, lighting etc.).
 - Provision will be made for children/young people who self-administer medicines to have a lockable drawer or cupboard in which to store them.
2. Medicines will be administered on time and in strict accordance with the prescriber's instructions.
3. Prior written consent, which is retained on file will be obtained from a person holding parental responsibility for each child/young person for the administration of any prescribed or non-prescribed medicine.
4. Written policies for the management of medicines will be up to date and cover all aspects of medicines management.
5. The management of medicines will be undertaken by trained and competent care/support workers and systems will be in place to review care/support workers competency in the management of medicines.
6. Medicines will be safely returned for disposal when discontinued by the prescriber or if unfit for use.
7. There will be systems in place to report adverse drug reactions and any other concerns about medicines to the prescriber.
8. There will be effective incident reporting systems in place for identifying, recording, reporting, analysing and learning from incidents and near misses involving medicines and medicinal products.
9. Care/support workers will have access to up to date information relating to relevant legislation, medicines reference sources and guidance with respect to the safe and secure handling of medicines.
10. There will be effective systems in place to audit all aspects of the management of medicines.

11. Systems will be in place to ensure the safe management of medicines when a child/young person arrives or leaves the accommodation.
12. Systems will be in place to manage the ordering of prescribed medicines to ensure adequate supplies are available and to prevent wastage.
13. Systems will be in place for the management of self-administered medicines
14. Medicines will be prepared immediately prior to their administration from the container in which they are dispensed.
15. Compliance with prescribed medication regimens will be monitored and any omissions or refusals likely to have an adverse effect on the child/young person's health will be reported to the person with parental responsibility and the prescriber.
16. The act of administering medication in disguised or covert form is discouraged, however, in accordance with professional advice and guidance, it may be undertaken following a formal decision making process which will be recorded in the child/young person's personal plan.
17. Systems will be in place for non-prescribed medicines (homely medicines) to ensure that they are managed in accordance with medical advice.