Statement of Purpose

Address: 546 Manchester Rd, Bury, BL9 9PA
Company: NEST Care Ltd
Capacity: Up to 3 Children (aged 8 to 17yrs)
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Contents

Pg.	Content List
3.	Introduction – Quality & Purpose of Care
4.	Mission Statement, Aims and Ethos
7.	Our Home Environment
9.	Meeting Cultural, Religious and Linguistic Needs
11.	Children's Rights and Complaints
13.	Listening to Children
14.	Anti-Discriminatory Practice & Children's Rights
16.	Education and Learning
18.	Health, Wellbeing and Mental Health Support
19.	Empowering Reintegration and Community Inclusion
20.	Contact with Families and Important People
21.	Safeguarding Practice
23.	Behaviour Support and PRICE Framework
24.	Leadership and Staffing Structure
26.	Staffing and Supervision
28.	Care Planning & Who We Support
29.	Emergency Admissions
31.	Quality Assurance and Regulation
33.	Annexes

1. Introduction

Quality & Purpose of Care

Nest Care is a therapeutic, single-gender children's home registered to accommodate up to three boys aged 8 to 17, who have experienced early life trauma, adverse childhood experiences, social, emotional and behavioural difficulties (SEMH/EBD), and disrupted attachment. We provide a homely, safe, and emotionally containing environment where children are not only looked after but deeply understood.

We recognise that the children who come to NEST Care may have experienced multiple placement breakdowns, a lack of trust in adults, or significant challenges in regulating their emotions. Our role is to create the conditions where healing can begin, stability can be experienced, and a sense of future can be built.

What sets NEST Care apart is our integrated, therapeutic approach. We don't rely on "one size fits all" systems, every care plan is bespoke, shaped by the young person's individual needs, voice, and history. We provide:

- Tailored daily routines that create predictability and reduce anxiety
- Therapeutic key working and reflective sessions based on the PACE model (Playfulness, Acceptance, Curiosity and Empathy).
- Behaviour support through the Team Teach framework, ensuring staff are confident in de-escalation and skilled in safe, proportionate physical interventions when necessary.
- A committed, consistent and experienced staff team who hold or are working toward the Level 4 Diploma in Residential Childcare, and who are supported by a management team that is actively present, visible and involved.

We understand that for some young people, past trauma can present through complex and sometimes high-risk behaviours. We are robust in our matching and risk assessment process, including consideration of young people with a history of harmful behaviour, but only following a full impact risk assessment to ensure the safety and wellbeing of all residents.

NEST Care is more than a placement; it is a foundation for positive change. Children & young people are supported to rebuild their sense of identity, develop the skills needed for independence, and most importantly, experience belonging. Our work is not isolated to the home; we actively connect children with education providers, therapeutic services, community groups and extended support networks, enabling them to reintegrate with confidence and self-belief.

Our Senior Leadership Team consists of the Director and Responsible Individual; Dr. Kalb E Abbas Hussain – a Registered GP with 15 years of experience, inclusive of being the Clinical and Safeguarding lead. A tenured Registered Manager with 3 'GOOD' rated Ofsted inspections and 10 years' service in the sector, maintaining hands-on leadership, ensuring oversight, emotional containment for staff, and a reflective culture grounded in learning and compassion.

NEST Care is built on a simple but powerful belief: that with the right relationships, environment, and support, every child can recover from harm and move towards a future defined not by their trauma, but by their strengths, choices and potential.

Mission Statement, Aims and Ethos

Mission Statement

To nurture, empower and support every child to thrive emotionally, socially, and independently in a safe and loving home, where they are seen, heard, and believed in.

Our NEST Values

Nurture Empower Safety Thrive

Nurture: We offer a safe, stable and affectionate environment with adults who understand trauma and attachment.

Empower: We place young people at the centre of their care plans, encouraging voice, autonomy and leadership.

Safety: We never give up on children, we walk alongside them, advocate for them and respond with empathy, ensuring there is a safe space for them to grow and develop regardless of their experiences.

Thrive: We help them build a positive sense of self, develop skills and enjoy new experiences for a better future.

At NEST Care, our central aim is to create a safe, nurturing, and therapeutic home where children and young people who have experienced trauma and adversity can begin to heal, develop resilience, and move forward with confidence.

We care for up to three boys aged 8 to 17 in a single-gender setting, where every element of our care is personalised, purposeful, and protective. Located in Bury, Greater Manchester, NEST Care offers a warm, family-style environment that mirrors the community around it, giving children a stable base from which they can explore, grow, and thrive.

Our Aims Are To:

- **Rebuild trust** through safe, consistent relationships rooted in trauma-informed practice (PACE).
- **Empower children** to have a voice, make choices, and be active participants in their care.
- **Support recovery** from trauma and disrupted attachment by working alongside other professionals.
- **Encourage positive identity formation** through education, community involvement, and celebration of culture, heritage, and diversity.
- **Promote educational achievement** through access to local mainstream schools, alternative provisions, and bespoke learning plans.
- **Develop independence skills** through structured life skills work, community engagement, and transition planning.
- **Ensure wellbeing and safety** with strong safeguarding systems, behaviour support via the Team Teach framework, and a culture of openness and reflection.
- **Build resilience** by creating opportunities for success, praise, and meaningful participation in home and community life.

Our Ethos: NEST – Nurture Empower Safety Thrive

Our work is guided by the values of **NEST**:

Nurture – We provide loving, emotionally responsive care in a home that feels safe, stable, and dependable

Empower – We encourage children to be decision-makers in their lives and believe in their ability to shape their future

Safety – We respond with compassion, professionalism and structure, never giving up on a child, even when things get tough, offering a safe space to share how they're feeling.

Thrive – We create the conditions for children to heal, succeed, and leave us ready for the next stage of their life.

How We Achieve Our Aims and Live our Ethos

1. Therapeutic, Trauma-Informed Practice: We use the **PACE model** as the foundation for our daily interactions. Staff receive specific training and reflective supervision to ensure they understand the neurobiology of trauma, attachment needs, and how behaviour communicates unmet need.

2. Multidisciplinary Support and Partnership: We collaborate will access local health, education, and CAMHS teams across Bury and Greater Manchester. Children have access to GP, dental, and mental health services locally, and are supported to attend appointments, understand their health, and take increasing ownership of their wellbeing.

3. Education and Learning Pathways: Children are supported to attend mainstream or specialist schools depending on need. We will work with Bury's Virtual School, SEN services, and alternative education providers to secure suitable, sustained placements. When a child is not in school, structured daily learning will take place at home with support from education consultants and key workers.

4. Life Skills and Community Integration: Children learn independence skills through real-world practice, budgeting, meal planning, shopping, travelling, accessing local youth clubs, and participating in volunteering or sports activities. We will build links with Bury's leisure centres, libraries, youth services, and community groups to promote inclusion and confidence.

5. Stability Through Strong Relationships: Each child has a dedicated keyworker and an individualised therapeutic support plan. Weekly one-to-ones, keywork sessions, and family-style routines help build predictability and attachment security.

6. Visible, Supportive Leadership: The management team are actively involved in daily life at Nest Care. They lead by example, offer real-time coaching, and ensure staff are cared for, so they can care well for others. We foster a culture of emotional safety, shared learning, and professional integrity.

7. Safeguarding and Safer Caring: Robust risk assessments, clear behaviour support plans, and multi-agency working ensure children are kept safe and feel safe. We promote positive behaviour through connection, praise, and consistent boundaries, using the Team Teach model when physical intervention is required.

8. Family and Identity Connections: Children are encouraged to maintain contact with family and significant others, where safe and appropriate. We host family days, shared meals, and offer welcoming spaces for visits, as well as supporting remote contact, life story work, and advocacy. Our ethos is that no child is alone on their journey.

At NEST Care, we are building a service that is not just Ofsted-compliant, but **child-centred, community-connected, and change-focused**.

In everything we do, we aim to plant hope, grow resilience, and help young people see a future they can believe in.

Our Home Environment

The home will operate from a well-appointed, four-bedroom Victorian terraced property. The home has been carefully chosen, designed and maintained to meet the emotional, physical, and developmental needs of boys aged 8–17 who have experienced trauma and adversity.

NEST Care is committed to providing a home that feels safe, warm and familiar, a space where children can begin to heal, grow and form trusting relationships in a stable, predictable environment.

Home Layout & Design

The home includes:

- **Four bedrooms** — three for young people and one designated as the staff sleep-in/office room to ensure 24/7 care.
- **Four toilets**, promoting privacy and ease of routines.
- **Family-style lounge** for relaxing, socialising, and group activities.
- **Games/recreation room** for downtime and positive engagement.
- **Fully equipped kitchen and dining area**, where young people are encouraged to participate in cooking and shared mealtimes.
- **Private gardens to the front and rear**, offering space for outdoor activities, reflection, and relaxation.

All communal spaces are designed to promote emotional security and routine. The home has a welcoming, non-institutional feel. Furnishings, colours, and layout will be carefully chosen to reflect a calm, nurturing environment.

Bedrooms and Personalisation

Each young person will have their own lockable, fully furnished bedroom, providing a private and secure space where they can relax, reflect, and feel ownership of their environment. Upon moving into the home, children are given a dedicated decoration and personalisation budget to make their room their own.

Where appropriate, staff request permission before entering a child's room, helping to reinforce privacy, trust, and personal boundaries. Young people are encouraged and supported to keep their rooms tidy, express their identity through decoration, and take pride in their space.

Location and Local Amenities

NEST Care benefits from a central and well-connected location in Bury, Greater Manchester. The home is ideally placed to access a wide range of local facilities and community-based opportunities. These include:

- **Schools** (mainstream and alternative), colleges, and tuition services
- **Shops**, supermarkets, cafés, and local businesses
- **Leisure and recreational spaces**, including parks, gyms, and youth centres
- **Cinemas, restaurants, bowling alleys, and sports clubs** — promoting engagement and life skills
- **Places of worship** of various faiths
- **Excellent public transport links** of buses & trams with easy access to Bury, Manchester City Centre, Salford Quays and the Trafford Centre, opening up wider educational, vocational, and social experiences

This proximity to local amenities encourages community engagement, independence development, and reintegration into everyday life.

Maintaining the Home to High Standards

The home is decorated and maintained to a high standard. Great care is taken to ensure the home remains clean, homely, and welcoming at all times. All fixtures and fittings will be regularly reviewed, and the home is subject to frequent internal audits and inspections.
The atmosphere is designed to promote:

- **Warmth**: soft furnishings, stable routines, consistent adult presence
- **Safety and security**: locks, supervision, and therapeutic structure
- **Belonging**: children are invited to shape the home and feel ownership over their space
- **Stability**: predictable care, continuity of staff, and long-term thinking

Location Risk Assessment & Ongoing Review

To ensure the home remains safe and suitable for the children placed there, the Registered Manager completes an annual review of the location assessment. This includes:

- Consultation with local safeguarding bodies, including Children's Services and Greater Manchester Police
- Evaluation of any emerging risks in the local area (e.g. crime rates, gang activity, environmental safety)
- Consideration of the current cohort of children and their specific vulnerabilities
- Gathering the views of the staff team and other professionals supporting the home

The findings of this review directly inform risk management planning and contribute to the home's ability to provide a safe and enabling environment for children and young people.

Meeting Cultural, Religious and Linguistic Needs

At NEST Care, we are committed to promoting equality, inclusion, and cultural sensitivity in every aspect of our practice. We understand that a child's cultural identity, religion, and language are central to their sense of belonging, emotional wellbeing, and self-worth.

Our therapeutic ethos recognises that many of the children placed with us may have experienced disconnection from their cultural roots, and we work actively to rebuild and affirm that identity as part of their healing journey.

Cultural and Religious Celebration

NEST Care celebrates diversity through:

- Cultural and religious festivals (e.g. Eid, Diwali, Christmas, Hanukkah, Black History Month, Chinese New Year).
- Themed nights and menus reflecting global cuisines, with a focus on Equality & Diversity.
- Opportunities for children to share their heritage, traditions, music, and stories.
- Cultural awareness activities and life story work, integrated into keywork sessions and house activities.

Children will be encouraged to educate and share their background with peers and staff in ways that feel safe, empowering, and affirming.

Access to Local Places of Worship

The home is ideally placed to ensure access to a range of local religious institutions and faith-based community groups. These include:

- **Bury Learning Centre Mosque, Bury** (0.4 miles)
- **St. Peters Church (Anglican), Bury** (0.4 miles)
- **Bury Baptist Church, Bury** (1.1 miles)
- **St. Maries RC Church, Bury** (1.4 miles)
- **Bury Hebrew Congregation Synagogue, Bury** (0.7 miles)
- **Whitefield Shul Synagogue, Bury** (2.2 miles)
- **Damesh Sikh Temple, Manchester** (12 miles)
- **Saraniya Dhamma Meditation Centre (Bhuddist), Manchester (**5.7 miles)

Children are supported to attend regular worship, cultural classes, or community events related to their beliefs and identity. Staff can accompany them if appropriate, and transport arrangements are made when needed.

Dietary and Cultural Considerations

We respect and provide for religious dietary needs, including:

- Halal, Kosher, vegetarian, or allergen-free options
- Fasting periods (e.g. Ramadan) are respected, with adjusted routines and meal times
- Shopping lists and meal prep include input from young people to reflect cultural foods they enjoy or miss

Language Support

Where a child's first language is not English, or English is not their preferred language for emotional expression, we will:

- Source interpreters, either in-person or online
- Provide bilingual resources, including translated leaflets and visual supports
- Engage cultural mentors or local advocates when appropriate
- Support staff development in cultural awareness and cross-cultural communication

We will also liaise with education providers, advocacy services, and health professionals to ensure every young person receives inclusive care and education in a language they understand and feel safe using.

Ongoing Cultural Support in Keywork

Cultural identity is explored regularly through:

- **Keywork sessions** that include values, family, roots, and belonging
- **Placement planning** that reflects individual heritage, beliefs, and cultural needs
- **Consultation with families and cultural leaders**, where appropriate and safe to do so
- Use of **cultural life-story tools**, memory books, and digital timelines

These steps help each child develop pride in who they are, while learning about others in a respectful and inclusive home environment.

Children's Rights and Complaints

At NEST Care, we are committed to ensuring that every child and young person knows their rights, feels heard, and is supported to raise any concerns. We promote a culture where speaking up is welcomed, respected, and never punished.

Children have the right to be listened to and taken seriously. This is embedded in our daily practice and reflected in our policies, team training, and the way we respond to feedback. Raising a concern or making a complaint is seen as a positive step toward improving care and relationships.

Promoting Voice and Choice

Young people are given a range of opportunities to express themselves, share concerns, and provide feedback, including:

- **Regular keywork sessions**
- **Weekly/Monthly young people's meetings**
- **Private chat time with the Registered Manager**
- **Anonymous suggestions/complaints box**
- **Comment opportunities** on incident records
- **Direct access** to visitors such as Social Workers, Regulation 44 Visitors, Advocates, and Senior Leaders

All young people are introduced to the complaints process during their induction and are reminded regularly of their right to speak up. The Children's Guide includes easy-to-understand information and contact details for key external agencies like Ofsted and children's advocacy services; this will also be accessible in the Young Peoples file which will be placed in a communal area with complaint forms and SAE envelopes to their advocates and Ofsted.

The Complaints Process

Young people may raise a concern:

1. **Directly with a staff member**
2. **Through their keyworker or the Registered Manager including SLT**
3. **Anonymously via the suggestions box**
4. **By contacting their Social Worker, IRO, or Advocate**

If they prefer not to speak to the team at NEST Care, they can contact:

- **Responsible Individual**
- **Registered Manager**
- **Senior Homes Team**

- **Ofsted**
  Piccadilly Gate, Store Street, Manchester, M1 2WD
  Tel: 0300 123 1231
  Website: www.gov.uk/ofsted

Who Can Make a Complaint?
Complaints can be made by:

- Any child or young person at NEST Care
- Parents or carers (including those with parental responsibility)
- Social workers, IROs, or other professionals
- Any person with a legitimate interest in the child's welfare

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Support and Oversight

We understand that making a complaint can be difficult. That's why:

- Staff will be trained in Complaints and Representations during induction and ongoing development
- Young people will be supported through the process by staff or advocates
- Complaints are acknowledged immediately, investigated fairly, and responded to within statutory timescales
- The person making the complaint is kept informed of the process and receives feedback on the outcome

All complaints will be recorded and monitored by the Registered Manager and Responsible Individual to ensure transparency, accountability, and service improvement.

Accessibility of Policy

The full Complaints Policy and Procedure will be:

- Available in hard copy at the home
- Shared with young people and professionals on request
- Included in the Children's Guide in child-friendly language

At NEST Care, we believe that young people thrive when they are respected, valued, and empowered to shape their environment. Complaints are not seen as problems—but as vital feedback that helps us grow and improve together.

Listening to Children

At NEST Care, we prioritise listening to children and young people as fundamental to delivering high-quality, personalised care. We believe that children's voices must be actively heard, respected, and acted upon to promote their well-being, dignity, and sense of control.

Regular Forums for Engagement

- We will hold weekly &. Monthly house meetings where children can openly discuss their experiences, share ideas, and raise any concerns in a safe, supportive environment.
- In addition, monthly young people's forums provide structured opportunities for more in-depth consultation on key aspects of their care and daily life at NEST Care.
- These meetings are child-friendly and inclusive, ensuring all children can participate regardless of age or communication needs.

Transparent Feedback and Action

- Feedback from children is visibly reflected in our 'You Said, We Did' forms, which are updated regularly to demonstrate how their views have influenced decisions and changes within the home.
- Children's input is integral to placement review meetings, ensuring that care plans reflect their wishes, preferences, and evolving needs.

Meaningful Involvement in Daily Life

Children are actively involved in decisions affecting their day-to-day experience, including:

- **Home décor** and personalising their living spaces to create a sense of ownership and comfort.
- **Menus and meal planning**, ensuring cultural preferences, dietary needs, and tastes are respected.
- **Routines and schedules**, offering flexibility where appropriate to support their individual rhythms and wellbeing.
- **Activity planning**, encouraging participation in hobbies, social events, and new experiences that promote growth and enjoyment.

Empowerment and Choice

- We will foster an environment where children feel confident that their voices matter, empowering them to influence their care and environment positively.
- Staff receive ongoing training to support active listening skills and promote child-centred communication.
- Children are supported to raise concerns or complaints at any time, knowing their views will be taken seriously without fear of reprisal.

By embedding children's participation into every aspect of life at NEST Care, we uphold their rights under the UN Convention on the Rights of the Child and ensure our practice meets statutory guidance such as Working Together 2023and Children's Homes Regulations 2015.

8. Anti-Discriminatory Practice & Children's Rights

Nest Care is committed to ensuring that every child and their family is treated with respect, dignity and fairness, regardless of their background, identity, beliefs, or experiences. We recognise and celebrate diversity in all its forms, including race, ethnicity, religion, culture, language, gender identity, sexual orientation, disability, and socio-economic status.

Our anti-discriminatory practice includes:

- **Personalised Care:** We provide tailored support based on the unique needs, identity, and lived experiences of each child. Cultural needs, religious observance, language preferences and dietary requirements are fully respected and integrated into care planning.

- **Inclusive Environment:** Staff actively promote an inclusive and affirming home environment that challenges stereotypes and tackles prejudice. Books, artwork, games, food, and celebrations reflect a diverse and multicultural society.

- **Staff Training:** All team members are trained in equality, diversity and inclusion (EDI), unconscious bias, and culturally responsive care. This is revisited regularly through CPD and reflective practice.

- **Zero Tolerance for Discrimination:** Any discriminatory behaviour by staff, visitors or peers is addressed robustly, with safeguarding oversight and restorative work where appropriate.

- **Family Involvement:** We work in partnership with families, respecting differing parenting traditions, beliefs and values, while upholding our duty to protect and advocate for the child's best interests.

Children's Rights

At Nest Care, we place the UN Convention on the Rights of the Child (UNCRC) at the heart of our practice. We believe every child has the right to:

- **Be Safe**
- **Be Heard**
- **Be Cared for with Respect**
- **Have a Say in Decisions That Affect Them**
- **Access Education, Health and Play**
- **Be Supported to Thrive and Succeed**

We uphold these rights by:

- **Listening & Participation:** Young people contribute to decisions about their care, their routines, house rules, décor, and activities. Regular house meetings, key work sessions, and 'You Said, We Did' feedback loops are embedded in our culture.

- **Confidentiality & Consent:** Children are informed about how their information is used. Where safe and appropriate, they are asked for consent or kept involved in decisions made on their behalf.

- **Advocacy & Representation:** Children are supported to access independent advocacy, their IRO, and complaint routes including Ofsted, if they feel their rights are not upheld.

- **Respect for Privacy & Autonomy:** Bedrooms are respected as private spaces, and children are encouraged to develop self-advocacy skills, personal goals and independence within safe boundaries.

- **Empowerment Through Relationships:** Our staff use nurturing, trauma-informed relationships to empower young people to understand their rights, exercise their voice, and build confidence in their own agency.

Education and Learning

At NEST Care, we believe that education is a key pillar of healing, empowerment, and opportunity for the children we support. We recognise that many of the young people placed with us have experienced disrupted education due to trauma, multiple placements, and unmet emotional needs. Our commitment is to reignite a love for learning and support every young person to achieve meaningful educational progress, however that may look for them.

Creating Stability to Enable Learning

We understand that before education can flourish, children need to feel safe, secure, and emotionally regulated. NEST Care provides a stable, nurturing environment where education is embedded in daily life, not just in school, but also in routines, life skills, and therapeutic relationships.

Access to School and Alternative Provision

- Wherever possible, we will support young people to attend a mainstream or special school placement full time.
- We will be working closely with Virtual School Heads, local authority Education Engagement Officers, SEN Coordinators, and external professionals to identify the most appropriate placement.
- If a child is unable to attend school immediately due to previous trauma or breakdowns, we will liaise with partner agencies to provide bridging or therapeutic education packages until they are ready to transition.
- In cases where young people arrive without a current education placement, our priority will be to identify and secure admission.

Supporting Special Educational Needs and EHCPs

For children with SEND or Education, Health and Care Plans (EHCPs):

- We will be working alongside schools, social workers, and local SEND teams to ensure EHCP objectives are followed, reviewed, and embedded into the placement plan.
- We will attend Personal Education Plan (PEP) reviews, SEN reviews, and EHCP planning meetings.
- The home will support school-led interventions including speech and language therapy, counselling, and 1:1 tuition where required.

All educational goals, interventions, and outcomes will be tracked through the child's placement plan, reviewed by the Registered Manager and key worker, and updated after every PEP or school meeting.

Embedding Education into Daily Life

At NEST Care, we view education holistically. Learning happens throughout the day, not just in formal settings. We support this through:

- Daily homework support and reading time
- Budgeting, cooking, and independent living tasks
- Career exploration and vocational training
- Encouragement to participate in extracurricular activities, clubs, and sports
- Trips to museums, galleries, libraries, and educational events in Bury and Greater Manchester

Promoting Individual Talent and Aspirations

We understand that learning isn't one-size-fits-all. For children who are anxious about school, we will:

- Link educational goals to their strengths, passions, and aspirations.
- Help them build confidence through small successes.
- Celebrate progress at every stage, from a full school day to re-engagement in a favourite subject.

Young people will also be supported to access careers advice, college open days, and apprenticeships. For those aged 16+, we ensure planning is in place under the Children (Leaving Care) Act 2000, supporting their transition into further education, employment or training (EET).

Accountability and Monitoring

- All education will be monitored by the Registered Manager in partnership with the key worker and external professionals.
- We keep up-to-date records of attendance, achievements, school communications, and intervention needs.
- Monthly internal audits, team meetings, and supervision sessions are used to review how each young person is progressing in their learning journey.

At NEST Care, we are committed to bridging the gaps in education and creating a culture where every child feels capable, celebrated, and empowered to learn again.

Health, Wellbeing and Mental Health Support

At NEST Care, we prioritise the holistic health and wellbeing of each child through personalised Health Plans that are regularly reviewed in collaboration with health professionals including GPs, CAMHS, and clinical psychologists. We ensure all social, emotional, mental, and physical health needs are identified and met promptly.

Our therapeutic approach is rooted in the PACE model, enabling staff to understand and sensitively support children's mental health needs. Keyworker sessions provide regular, tailored guidance addressing health, substance misuse, smoking cessation, sexual health, and emotional wellbeing.

All staff receive comprehensive training in first aid and medication management, with strict protocols ensuring all health concerns are documented, followed up, and communicated to social workers. We encourage young people to take increasing responsibility for managing their own health and medication as appropriate.

Upon admission, each child is registered with a local GP, dentist, and optician to receive routine and emergency care. Health care includes:

- Annual medical and dental checks
- Regular eye tests
- Confidential consultations with health professionals

We promote a healthy lifestyle through diet, exercise, and health education, with smoking prohibited on site and cessation actively supported.

Empowering Reintegration and Community Inclusion

At NEST Care, we are committed to empowering children and young people to successfully reintegrate into their communities and develop meaningful social connections. We understand that reintegration is a complex process that requires building confidence, practical skills, and positive routines tailored to each child's unique needs and interests.

What We Will Do to Achieve This

- **Skills Development:** We provide personalised support focused on life skills such as communication, self-care, time management, and decision-making, helping children build the foundation for independence and community engagement.
- **Confidence Building:** Through encouragement and positive reinforcement, we help children develop self-esteem and resilience, essential for facing new social environments and challenges.
- **Encouraging Participation:** We actively promote involvement in local clubs, sports teams, arts groups, and volunteering opportunities that align with each child's interests and strengths. This fosters a sense of belonging and purpose.
- **Cultural and Educational Experiences:** Regularly organised visits to museums, cultural sites, theatres, and educational venues broaden horizons, nurture curiosity, and support learning beyond the classroom.
- **Mentorship and Role Models:** We will facilitate connections with positive adult mentors and community leaders who can provide guidance, support, and encouragement throughout the reintegration journey.
- **Collaborative Planning:** Reintegration goals are co-created with children, their families, social workers, and relevant agencies to ensure personalised, achievable, and meaningful pathways into the community.

Recognising Barriers and Overcoming Them

We acknowledge that children may face several barriers to successful reintegration, including:

- **Anxiety and Social Fears:** Some children may feel anxious about joining new groups or activities. We address this by:
  - Gradual exposure to new settings at their own pace.
  - Pairing children with trusted staff or peers for initial visits.
  - Using confidence-building activities and social skills coaching.

- **Lack of Interest or Motivation:** To engage children who may be hesitant or disinterested, we:

  - **Personal Interests First:** We always start by asking the child what they like or want to try, tailoring opportunities to them.
  - **Incentives and Rewards:** Using reward systems linked to participation helps motivate children who might be reluctant initially.
  - **Gentle Introductions:** We support gradual involvement, starting with short visits or buddy systems to reduce anxiety or mistrust.
  - **Safe and Supported:** We ensure staff or trusted adults are always present for the first few sessions until the child feels comfortable.
  - **Celebrate Achievements:** We regularly recognise and celebrate milestones, like joining a team or completing a course, to build pride and self-esteem.

- **Past Negative Experiences or Trauma:** For children with previous adverse experiences, we:

  - Use trauma-informed approaches to create a safe and supportive environment.
  - Provide one-to-one support to build trust and address fears.
  - Collaborate with therapists or psychologists as needed to support emotional wellbeing.

Monitoring and Review

We regularly review progress towards reintegration goals through keyworker sessions, young people's meetings, and formal care planning reviews. Feedback from children and families shapes ongoing support and adjustments to ensure the process remains child-centred and effective.

By combining personalised support, meaningful opportunities, and practical solutions to overcome barriers, NEST Care strives to enable children not only to reintegrate but to thrive within their communities.

Contact with Families and Important People

At NEST Care, we understand that strong, supportive relationships with family and significant people are crucial for a child's emotional health and sense of identity. We actively promote contact in line with individual care plans, ensuring it supports positive attachments and personal growth.

To make these connections truly meaningful, we go beyond routine visits by organising family days and special events that celebrate key milestones, such as religious days, birthdays, holidays, proms, and achievements. These occasions provide opportunities for young people and their families to create lasting, positive memories in a safe and nurturing environment.

We encourage visits both at the home and in the community, tailoring each contact arrangement to the young person's needs and wishes. When face-to-face contact is not possible or appropriate, we support virtual connections to maintain consistent communication.

Our staff will work closely with social workers, therapists, and families to ensure all contact is safe, supportive, and contributes to rebuilding trust. We also recognise that some milestones, like moving towards independence or starting a new school are important times to involve family or significant people in ways that empower and encourage the young person.

Through thoughtful, personalised contact arrangements and celebration of meaningful moments, NEST Care helps young people strengthen their sense of belonging and confidence in their journey forward.

Protection of Children

NEST Care is committed to providing a safe, secure environment where every child's welfare is paramount. Our safeguarding framework is led by the Designated Safeguarding Lead (DSL) who oversees all safeguarding matters in line with statutory guidance, including *Working Together 2026*.

We will maintain robust safeguarding policies and procedures, accessible electronically via Tri.x and in physical files. Copies will be provided on request. All staff receive regular safeguarding and child sexual exploitation (CSE) training and ongoing supervision to ensure best practice.

Collaborative Partnerships and Reporting: We will work closely with Bury Local Authority's safeguarding partners, including the Local Authority Designated Officer (LADO) and the Local Children's Safeguarding Board (LCSB), to protect children and young people. Any safeguarding concerns are reported immediately and documented meticulously.

Key Contacts:

- **Bury Local Authority Designated Officer (LADO)**
  Mark Gay / Matt Heatley
  Email: LADO@bury.gov.uk (monitored daily)
  Telephone: 0161 253 6124 (Reception)

- **Bury Local Children's Safeguarding Board (LCSB):**
  0161 253 5678 & Website and contact details available through Bury Council's safeguarding portal.

Safeguarding Culture and Practice: We recognise that safeguarding is most effective when young people feel secure and connected to staff.

Our team fosters trusting relationships to encourage young people to share any concerns or worries safely. This starts from the onset of Safer Recruitment and through to probationary reviews and supervisions of our staff team.

When a disclosure or suspicion of abuse arises, whether physical, emotional, or sexual, the staff member reports immediately to a senior manager and the Registered Manager. The staff member does not investigate but sensitively informs the young person about the need to share the information for their protection.

The Registered Manager will notify the relevant Local Authority, LADO, placing authority, and Ofsted without delay. The safety of all young people is paramount: suspected perpetrators are immediately prevented from unsupervised contact and may be suspended pending investigation.

Individualised Safeguarding Plans: Each young person receives personalised safeguarding plans tailored to their needs, including risks related to CSE.

We respect young people's rights to privacy and dignity, intervening only when there is a safeguarding concern or significant risk (e.g., self-harm). Any supervision or room searches are conducted respectfully, with the young person's involvement whenever possible.

Missing from Care: Upon admission, each child has a Missing from Care (MFC) protocol developed in consultation with their social worker. This plan considers individual risks, previous incidents, known associates, and safe locations.

We will maintain strong links with local police contacts and follow GMP protocols for persistent MFC incidents, participate in risk management meetings, and continuously review the home's environment and staffing to ensure safety.

Privacy and Access: Young people have their own bedrooms, which staff only enter with permission unless safeguarding concerns arise. Common areas such as kitchens, lounges, and bathrooms remain accessible to promote independence and homeliness. We balance safeguarding with promoting appropriate freedom, encouraging socialisation, measured risk-taking, and independence within safe boundaries.

Electronic Monitoring and Surveillance: Our home will follow a strict Electronic Monitoring Policy (reviewed annually) governing the use of door chimes and any electronic monitoring for security. CCTV is not used within the home.

Consent for any monitoring is obtained from the young person's social worker or guardian and documented in the placement plan. Young people are informed about monitoring measures during their induction. We support compliance with any monitoring systems such as TAG (Electronic Monitoring and Supervision), ensuring young people understand the purpose and consequences of non-compliance.

Online Safety: Internet and email access are provided with safeguards to protect young people's information and restrict inappropriate content.

Behaviour Support and Team Teach Framework

At NEST Care, we take a trauma-informed, relationship-based approach to behaviour support. We use the Team Teach Framework, which prioritises de-escalation, emotional regulation, and proactive support over punitive responses. Team Teach is an accredited, evidence-based behaviour support and de-escalation training programme. Primarily used in education, healthcare, and social care, it equips staff with strategies to safely manage challenging situations, understand behaviour as a form of communication, and minimise the need for physical intervention.

Core Principles and Techniques

- **De-escalation:** The training focuses heavily on proactive, preventative strategies and personal safety to calm anxious or distressed individuals before a crisis occurs.
- **Least Restrictive Methods:** It promotes a "human-centred" approach, ensuring that any physical interventions (if required in higher-risk settings) are reasonable, proportionate, and strictly the last resort.
- **Holistic Approach:** It encourages staff to reflect on how their own posture, tone, and actions impact a situation.

Our ethos is rooted in the belief that behaviour is a form of communication. We aim to understand the root causes of behaviour, not just manage the symptoms. All staff will be trained in Team Teach, with ongoing development to embed key principles of:

- **Primary prevention** – creating safe, predictable environments and routines
- **Secondary strategies** – recognising and responding to early signs of distress
- **Non-restrictive tertiary strategies** – including de-escalation, redirection, and distraction
- **Breakaway techniques** – only where required to safely respond to physical contact

Physical intervention is always a last resort, used only when a child's safety, or the safety of others is at risk. When this is necessary, staff follow strict guidelines to ensure actions are lawful, proportionate, and in the best interests of the young person.

Individualised, Reflective Practice

All children and young people are individuals. Their behaviour support is tailored through:

- Personalised risk management and care plans
- Consistent team debriefs, handovers, and reflective practice
- Regular keywork sessions to help children understand their emotions, triggers, and choices

We emphasise choice and control, children are supported to take ownership of their behaviour in a safe, nurturing environment. Staff do not command, but guide, using empathy, structure, and emotional attunement.

Boundaries and Positive Behaviour

Clear, consistent boundaries are introduced from day one and reinforced through:

- **Positive reinforcement** – praise, reward charts, individual incentives
- **Meaningful consequences** – focused on relationship repair and restoration
- **Collaborative rule-setting** – so children understand the *why*, not just the *what*

The home promotes self-regulation and resilience. Young people are involved in decisions about house rules and daily routines, helping them feel respected and empowered.

Supporting Through Crisis

NEST Care adopts a Crisis Prevention and Response Model that helps staff support young people when they are dysregulated or in distress. Rather than control, the goal is to co-regulate—offering calm, safe adult presence until the child regains emotional control. When challenges arise, they are used as learning moments, never as a source of shame. Through restorative conversations and a strong key-working relationship, young people are helped to reflect, rebuild, and move forward.

Leadership and Staffing Structure

At NEST Care, we recognise that the quality and consistency of care provided to children and young people depends heavily on the capability, stability, and values of the leadership and staff team. Our staffing model is intentionally designed to promote therapeutic relationships, enable responsive care, maintain a culture of safety, development and reflection.

Leadership Team

Nest Care is led by a highly experienced and qualified Leadership team:

- **Director & Responsible Individual** – A qualified General Practitioner (GP) with over 15 years' experience in healthcare, child safeguarding, and wellbeing. The Director also serves as Clinical and Safeguard Lead, ensuring medical and emotional needs are prioritised and embedded within our therapeutic approach.

- **Registered Manager** – A highly competent care leader with 10+ years of frontline and management experience in children's homes, three 'GOOD' rated Ofsted Inspections. The Registered Manager provides day-to-day operational leadership and maintains strong therapeutic, safeguarding, and cultural oversight of the home.

This leadership team works in collaborative alignment to ensure the home meets and exceeds the Quality Standards and Children's Homes Regulations 2015, with a firm emphasis on therapeutic care, trauma-informed practice, and staff wellbeing.

Staffing Structure

Our home will be staffed on a 24-hour rota of up to three staff on site during the day, one sleep staff member and one waking night staff member during the night. In total there will a staff team of 10, comprising both full-time, part-time and bank staff. All staff either hold or are working toward the Level 4 Diploma in Residential Childcare, in line with regulatory requirements.

- **1 x Registered Homes Manager**
- **3 x Team Leaders (Senior Team)**
- **5 x Residential Support Workers (RSWs)**
- **2 x Waking Night Support Workers**

Staffing Principles and Shift Leadership

- There is always an experienced member of staff on duty, with clear leadership responsibilities during each shift. In the event of staff absence or emergency cover needs, pre-agreed contingency plans are activated, including:
  - Reallocation of hours to existing team members (with appropriate rest periods).
  - Use of bank staff who are familiar with the home's ethos, routines, and children.

- A dedicated Team Leader or experienced RSW leads each shift, ensuring oversight of routines, care delivery, safeguarding, and support for other team members

Professional Supervision, Support & On-Call Cover

- All staff receive monthly formal supervision, probationary reviews, and annual appraisals, in addition to regular reflective practice, debriefs, and team development days.

- Supervision is carried out by trained, senior staff and is supported by reflective practices and debriefs, allowing for therapeutic and emotional reflection, as well as performance management and training planning.

- The on-call rota ensures 24/7 managerial support, 365 days a year. The weekly rota is clearly displayed in the team office, with up-to-date contact numbers, so staff always know who is on call.

Investing in Staff Development and Culture

NEST Care is committed to staff wellbeing, retention, and growth, believing that emotionally attuned staff create emotionally safe homes. Our staff are offered:

- Therapeutic training in PACE, trauma recovery, Team Teach behaviour support, attachment theory, and reflective practice

- Support in obtaining Level 4, and 5 childcare and management qualifications

- Ongoing CPD opportunities, shadowing, and personalised development pathways

- Team reflection and development days, enabling shared learning and promoting a resilient, trauma-informed culture

Through robust staffing, skilled leadership, and a supportive team culture, Nest Care ensures that children and young people receive high-quality, consistent, and therapeutically informed care at all times. Our staffing structure directly supports our mission to nurture, empower, support, and help each child thrive.

Staffing and Supervision

At NEST Care, we view our staff Teams journey as a continuous and evolving partnership, from the moment they join us, throughout their career progression, and even when they move on. We understand that residential care is demanding, and we are committed to creating a supportive, empowering environment that values, develops, and retains exceptional people for our children and young people.

Safer Recruitment:

Our Safer Recruitment process is rigorous and reflects our commitment to safeguarding by using the Safer Recruitment Process. We use a combination of enhanced DBS checks, thorough references, and competency-based interviews that assess both skills and values alignment with NEST's trauma-informed, nurturing ethos. We aim to recruit individuals who are not only qualified but are genuinely passionate about making a difference in children's lives.

Induction and Early Support

New staff will undergo a comprehensive induction tailored to build confidence and embed our core values. This includes shadowing experienced colleagues, intensive training on safeguarding, trauma-informed care, and the Team Teach behaviour framework, and ongoing support to navigate the emotional challenges of the role. Early supervision is more frequent to ensure smooth integration and identify area of focus earlier.

Ongoing Development and Progression

We prioritise continuous professional development, offering structured learning pathways, specialist qualifications, and leadership opportunities. Staff have regular monthly and ad-hoc supervision and annual appraisals that focus on personal growth, wellbeing, and career aspirations. We facilitate access to mentoring, coaching, and therapeutic support to build resilience and skills for the complexities of the role.

Retention: Understanding and Addressing Challenges

We recognise that staff may face barriers such as burnout, emotional fatigue, or work-life balance pressures. To tackle these proactively, we will offer wellbeing programmes, flexible working where possible, and an open-door culture that encourages honest conversations about workload and stress. Staff feedback is actively sought through surveys, exit interviews, and reflective forums to identify trends and inform improvements. Our commitment to retention means we work hard to create a positive, rewarding workplace where people feel supported and valued, recognising their impact and celebrating achievements.

When Staff Leave: Learning and Improvement

We see every departure as an opportunity to learn. Exit interviews are conducted sensitively and comprehensively to understand why staff choose to leave, whether for career progression, personal reasons, or workplace challenges. This feedback drives ongoing improvements in our staffing model, training, and management practices to reduce turnover and improve staff experience.

Supervision and Support

Staff receive monthly individual supervision with a focus on reflective practice, wellbeing, and skill development. Supervision is a safe space to discuss concerns, incidents, emotional challenges and successes. There will always be a shift lead on duty to provide immediate guidance, supported by 24/7 access to on-call managers for urgent situations.

Creating a Culture of Support and Growth

We foster a culture where staff feel empowered to raise issues without fear, share ideas and participate actively in the evolution of care practice. Development days, team reflection sessions, and peer support groups build cohesion, promote therapeutic best practice, and strengthen resilience.

This staff journey approach demonstrates how NEST Care not only attracts and trains excellent staff but listens, supports, and learns from them throughout their career, creating a sustainable, motivated workforce dedicated to exceptional care.

Care Planning & Who We Support

NEST Care is a single-gender therapeutic children's home supporting up to three boys aged 8 to 17 years who have experienced complex trauma, adversity, and significant emotional and behavioural difficulties. We will specialise in providing nurturing, structured, and therapeutic care for young people with:

- **SEMH** – Social, Emotional, and Mental Health needs
- **EBD** – Emotional and Behavioural Difficulties
- **Attachment disruption**, loss, and adverse childhood experiences (ACEs)
- Developmental trauma, including early neglect, abuse, and exposure to unsafe environments
- Anxiety, emotional dysregulation, self-esteem issues, and difficulties with trust
- Behaviour that challenges, withdrawal, defiance, or shutdown
- Social vulnerability and risk, including exclusion from education, family breakdown, or placement disruption

Our trauma-informed approach recognises that these behaviours are expressions of unmet needs, and our role is to create the relational safety and consistency that allow for emotional healing and developmental progress.

Single-Gender Provision – Why Boys?

NEST Care is a male-only home. This model enables us to:

- Minimise risk and triggers related to gender-based trauma or peer dynamics.
- Provide a calmer, more predictable group living environment.
- Tailor therapeutic responses and care planning to the typical developmental needs of boys affected by trauma.
- Develop group identity, positive peer relationships, and masculinity in healthy, non-harmful ways.

All interventions, activities, and routines are carefully designed to be inclusive, strength-based, and emotionally responsive.

Admissions & Matching

We understand that the success of a placement begins before a child enters the home. We follow a robust admissions process that includes:

- A comprehensive matching assessment, ensuring each new placement is carefully considered in relation to the existing group dynamic.
- A full Impact Risk Assessment (IRA) exploring needs, history, risks, and potential triggers.
- Consultation with the placing authority, family, and relevant professionals.
- A decision-making process that always prioritises the safety, wellbeing, and compatibility of all children in the home.

Where needed, NEST Care will work in stages of transition, including phased introductions, overnight stays, or outreach engagement prior to admission.

Emergency Admissions

Nest Care is primarily a planned placement provider and does not ordinarily accept emergency admissions. However, we recognise that unforeseen circumstances may arise where a child urgently requires a safe, nurturing, and therapeutically informed environment. In such exceptional cases, we adopt a robust, trauma-sensitive, and responsive emergency admissions protocol designed to uphold the best interests of *all* young people.

Why Emergency Admissions May Occur:

- Sudden placement breakdowns or risk of immediate harm.
- Unexpected family or care arrangement disruptions.
- Urgent safeguarding concerns.
- Police protection orders or late-night placement needs.
- Requests from Local Authorities with no alternative safe provision available.

Our Due Diligence – Rapid but Rigorous:

In every emergency situation, **safety, stability, and suitability** are non-negotiable. We commit to the following immediate actions before accepting any emergency placement:

- **Dynamic Impact and Compatibility Risk Assessment** (within the hour): Assessing the emotional, behavioural and physical needs of the child in crisis, and potential impact on the existing young people in placement.
- **Consultation with the Registered Manager, on-call SMT, and the child's Social Worker** to ensure alignment with NEST Care's ethos and capabilities.
- **Liaison with the child's Virtual School and/or SEND/EHCP coordinators** to assess any educational complexities or vulnerabilities.
- **Consent and voice of the current Young People**: We speak with existing children in the home (where appropriate and with sensitivity) to gauge their feelings about welcoming someone new, ensuring their own sense of security, space, and emotional wellbeing remains central.

Holistic Transition Support:

Where an emergency admission is accepted:

- **Nurtured Care**: The young person will be welcomed with empathy, warmth and zero judgment, recognising the disorientation and trauma that emergency moves often cause.
- **Paced introduction**: Staff will use emotionally attuned practices to gradually orient the child to the home, key adults, routines and expectations, recognising that the young person may initially operate from a place of survival or crisis.

- **Personalised settling-in plan** created within the first 48 hours including:
  - Enhanced staffing ratios.
  - 1:1 trauma-responsive keyworker support.
  - A practical orientation of the home environment, routines, and who's who.
  - Introduction to other young people (sensitively and slowly, based on readiness and consent).
- The child's voice will be captured within the first 24 hours through a "First Impressions and Wishes" session to understand their immediate needs, fears, preferences, and boundaries.

Post-Admission Care Planning:

- Within 72 hours, a Placement Planning Meeting will take place to formalise the care plan, educational plan, health assessment and agreed exit or permanency planning.
- The young person's views and emotional needs will be consistently reviewed through weekly keywork sessions and dynamic risk management reviews.

Continuous Safeguarding and Reflective Practice:

- Staff will use reflective debriefs after each emergency placement admission to discuss:
  - The emotional impact on the team and existing young people.
  - What went well and what could be improved.
  - Any immediate or emerging safeguarding themes.
- The Registered Manager will carry out a post-admission audit within 7 days to ensure all due diligence steps were completed and documented.

When We Say No:

NEST Care will always reserve the right to decline an emergency placement where:

- It would jeopardise the stability, safety or therapeutic progress of children already in our care.
- The risks presented exceed what can be managed safely and ethically within the home's resources.
- The match is fundamentally incompatible with NEST care model, policies or team capacity at that time.

Quality Assurance and Regulation

At NEST Care, quality assurance is a living, evolving process driven by curiosity, accountability, and the belief that every child deserves excellence, not just compliance.

We ensure high standards through a multi-layered system of checks, reflection, and learning, including:

- **Monthly internal audits** across safeguarding, care planning, medication, environment, and recording, with action planning led by the Registered Manager.
- **Post-incident reviews** that include staff debriefs and reflective sessions, with themes analysed to inform staff practice and risk management updates.
- **Regulation 44 independent monitoring visits** and Regulation 45 reports that highlight progress, areas for development, and how the home is responding to the needs of children.
- **Quarterly quality assurance reviews** led by the Responsible Individual to triangulate audit data, complaints, training records, and outcomes for children.

Child and Outcome-Led Improvement

Children's experiences and feedback are central to our improvement planning. We actively seek and use their views through:

- Young people's surveys and informal feedback channels
- 'You Said, We Did' displays and action logs
- Keyworker reflection sessions and care plan reviews

We also engage with:

- Placing authority audits
- Feedback from social workers, IROs, and families
- Insights from complaints, compliments, and incident data

These are not just data points, they are used to spot patterns, influence training content, and guide our strategic development.

Driving a Culture of Learning

All quality assurance findings are shared across the team in reflective meetings and development days. This ensures that:

- Everyone understands the 'why' behind changes
- Good practice is celebrated and embedded
- Areas for improvement are tackled with openness and support

We encourage staff to take ownership of quality, from the staff team to the home's leadership team, with accessible dashboards and feedback loops.

Annexes

Annex A: Staff Biographies – Overview of qualifications, roles, and experience.

Annex B: Safeguarding Contacts – Key contacts for internal and external safeguarding bodies.

Annex C: Therapeutic Model Summary – Integration of PACE and Team Teach frameworks.

Annex D: Referral, Admission and Matching Process – Step-by-step guide for placing authorities.

Review

Date	Updates	Author	Approved by	Signature
July 2025	New SoP	KA Hussain	KA Hussain	
July 2026	Annual Review Home Description Pg. 7 Places of Worship Pg. 10 Bury LADO details Pg. 21	KA Hussain	KA Hussain	