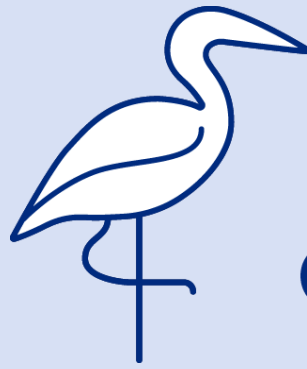




Egret
Care Ltd



Statement of Purpose

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Objectives

Range of Needs of Children

Our children's home provides a safe, supportive, and nurturing environment for children with complex lives aged 7–18, who may have experienced challenges such as neglect, abuse, family breakdown, or other difficult life experiences. We recognise that each child is unique, with individual emotional, physical, and psychological needs.

We are committed to supporting children through:

- **Holistic Development:** Addressing physical, emotional, educational, and social needs through personalised care plans.
- **Safety and Security:** Providing a safe, welcoming environment where children feel protected and free to express themselves.
- **Individualised Support:** Working closely with each child to identify strengths, challenges, and aspirations.
- **Education and Skills:** Offering access to quality educational support and life skills development.
- **Emotional Well-being:** Providing counselling and therapeutic support to help children heal from past traumas.
- **Cultural Sensitivity:** Respecting and celebrating each child's cultural background, beliefs, and identity.
- **Family Connection:** Supporting relationships with families and carers whenever possible.
- **Community Integration:** Encouraging participation in community activities to develop social skills and a sense of belonging.

Our aim is to empower children, help them build self-esteem, and support them to reach their full potential.

Ethos, Outcomes and Approach

We believe every child deserves a nurturing, empowering environment to flourish. Our ethos is guided by five core values:



We aim to create a family-like environment where children feel supported, cared for, and able to heal and thrive.

Outcomes We Seek:

- Empowerment and Self-Esteem: Helping children rebuild confidence and recognise their value.
- Education and Skills: Supporting access to quality education and life skills to prepare children for independence.
- Emotional Resilience: Providing therapeutic support to process emotions and develop healthy coping strategies.
- Positive Relationships: Promoting strong, supportive relationships with staff and peers.
- Preparation for Independence: Teaching practical skills, financial literacy, and self-sufficiency for adulthood.

Our approach focuses on creating positive, lasting change and helping children achieve their full potential.

Accommodation Offered

Adaptation to Children's Needs

Our accommodation is designed to be homely, safe, and supportive. Spaces are adapted to the needs of individual children, providing both comfort and personal privacy.

Age, Number, and Gender:

- Age Range: 7–18 years
- Number of Children: 2
- Gender: All genders welcome

Type of Accommodation:

- Bedrooms: Comfortable, well-furnished, private spaces with beds and storage.
- Communal Areas: Shared spaces for social interaction, play, and collaborative activities.
- Outdoor Spaces: Access to outdoor areas for play, physical activity, and relaxation.
- Learning Zones: Dedicated areas for educational activities, supporting learning and creativity.
- Quiet Areas: Spaces for reflection, relaxation, and personal time.

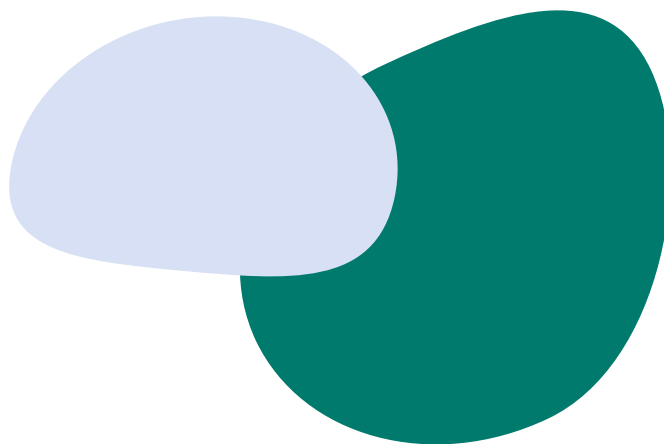
Our accommodation supports both personal growth and communal living, fostering a sense of belonging and well-being.

Location of the Home

Our home is located in Tunstall, Stoke-on-Trent, Staffordshire, on a quiet residential street within a supportive community.

- **Schools:** Close to primary and secondary schools with a strong focus on academic and holistic development.
- **Safety:** Quiet area with collaboration with local law enforcement for extra security.
- **Healthcare:** Easy access to medical facilities and professionals.
- **Recreational Opportunities:** Nearby parks, recreation centres, and cultural activities.
- **Community Integration:** Opportunities for children to participate in local events and build social connections.

For more details on local services and risk management, see our Location Risk Assessment.



Supporting Cultural, Linguistic and Religious Needs

We respect and celebrate the diversity of our children. Support includes:.

- **Cultural Sensitivity:** Encouraging children to express their heritage and participate in cultural activities.
- **Linguistic Support:** Assistance with language needs (including PECS) to ensure effective communication.
- **Religious Accommodation:** Supporting religious practices, celebrations, and working with families and community leaders.
- **Individualised Care Plans:** Each child's background, preferences, and needs are reflected in personalised care plans.
- **Educational Opportunities:** Learning about different cultures and religions to promote understanding and acceptance.
- **Community Engagement:** Participation in local cultural and religious events to enhance belonging.

Our approach ensures every child feels valued, respected and supported in their identity.

Complaints

We welcome open communication and aim to resolve concerns promptly.

Contact for Complaints:



Complaints Co-ordinator: Adam Mellor



Phone: 07534 709819



Email: Adam.mellor@egret.org.uk

Accessing the Complaints Policy:

- Contact the Complaints Coordinator to request the policy.
- Review the policy to understand the process for raising concerns.
- Submit a formal complaint if required.
- The complaint will be investigated impartially and feedback provided.

We aim to maintain transparency, accountability and continuous improvement in response to concerns.

Policy Contact

Child Protection:



Designated Safeguarding Lead: Adam Mellor



Phone: 07534 709819



Email: Adam.mellor@egret.org.uk

The Child Protection Policy covers safeguarding procedures, reporting and responsibilities.

Behaviour Management:



Interim Home Manager: Farah Mirza



Email: farah.mirza@egret.org.uk

The Behaviour Management Policy covers positive behaviour strategies, reinforcement and discipline approaches.

We ensure transparency and collaboration with those involved in a child's care to support safety and positive development.

Consulting Children About the Quality of Their Care

Empowering Children's Voices: Our home is committed to actively involving children in shaping the quality of their care. We recognize that children are experts in their own experiences and their perspectives are central to informing decisions that affect their daily lives.

Child-Centred Approach: Children's opinions are places at the forefront of our decision-making processes. We view them as active participants in their care and development.

Consultation Methods: We employ multiple approaches tailored to individual preferences and developmental stages, including:

- One-on-one discussions
- Group sessions
- Written or visual feedback
- Regular check-ins

Fostering Ownership: Children are encouraged to contribute to decisions affecting their daily routines, activities, and the broader home environment.

Listening and Responding: Feedback from children is taken seriously and incorporated into care practices wherever possible, reinforcing that their contributions are valued.

Promoting Personal Growth: Consultation develops children's communication skills, self-expression, and critical thinking, supporting emotional development and confidence.

Building Trust: Open consultation fosters trust and transparency between children and staff, encouraging children to share their concerns freely.

We are committed to ensuring that children actively participate in shaping their care, promoting personal growth, and enhancing the overall quality of our provision.

Anti-Discriminatory Practice and Children's Rights

Promoting Equity, Respect, and Empowerment – We are committed to providing care that upholds equality, diversity, and the rights of every child and family.

(a) Anti-Discriminatory Practice:

- **Diversity Celebration:** We embrace differences in race, ethnicity, culture, religion, gender identity, sexual orientation, and abilities.
- **Equal Opportunities:** All children have access to the same opportunities for growth and development.
- **Addressing Bias:** Staff are trained to recognise and challenge discriminatory attitudes through ongoing professional development.
- **Collaboration with Families:** We work closely with families to ensure care aligns with their cultural and personal values.
- **Respect:** Children and families are treated with dignity and fairness at all times.

(b) Children's Rights:

- **Voice and Participation:** Children are actively involved in decisions about their care and daily lives.
- **Protection and Safety:** Policies and practices safeguard children from harm or exploitation.
- **Education and Development:** We ensure access to learning opportunities that foster personal growth.
- **Respect for Identity:** Children's cultural, linguistic, and religious identities are respected and celebrated.
- **Advocacy:** We promote awareness of children's rights within the home and the wider community.

Our commitment to anti-discriminatory practice and children's rights ensures that every child experiences dignity, respect, and equality in our care.

Supporting Children with SEND

Inclusive Care: We provide a safe and inclusive environment for children with SEND, recognising their unique needs and abilities.

Personalised Support: Individualised care plans are developed in collaboration with families, educational professionals, and specialists.

Professional Collaboration: We work alongside therapists and educators to ensure children receive tailored interventions and support.

Inclusive Education: Local schools and educational resources are utilised to provide optimal learning environments for children with SEND.

Adaptive Facilities: Our home is equipped with resources that support engagement, independence, and comfort. Staff are trained to use these effectively.

Therapeutic Support: A range of therapy options addresses emotional, behavioural, and psychological needs, delivered collaboratively by in-house and external professionals.

Family Involvement: Families are actively engaged in care planning and progress monitoring.

Advocacy: Children are encouraged to express preferences, develop self-advocacy skills, and participate actively in their care.

Our approach ensures that children with SEND receive individualised support that promotes learning, development, and well-being.

Supporting Educational Achievement and School Attendance

Partnering with Local Schools: Children attend local schools suitable for their age and needs. For those requiring specialised education, we collaborate with the local authority and other agencies to secure appropriate provision.

Supporting Educational Achievement:

- Homework and study support
- Advocacy for educational needs
- Tutoring or extra support as required
- Personalised learning plans
- Access to educational resources at the home
- Fostering a love of learning and curiosity
- Family engagement in educational progress

Our home ensures that children achieve their potential academically and develop a lifelong enthusiasm for learning.

Access to Activities

Enriching Experiences: Children participate in activities that develop creativity, intellect, physical ability, and social skills.

Tailored Planning: Activities are personalised to individual preferences, abilities, and developmental needs.

Creativity and Intellectual Growth: Opportunities include art, music, writing, problem-solving, and educational projects.

Physical Well-Being: Sports, outdoor activities, and fitness pursuits promote health and teamwork.

Social Interaction: Group activities develop communication skills, empathy, and peer relationships.

Exploration: Field trips, cultural experiences, and workshops broaden children's horizons.

Celebrating Achievement: Accomplishments are recognised to build self-esteem and motivation.

Family Collaboration: Families are kept informed and encouraged to support participation in activities.

Our approach ensures a well-rounded programme that fosters growth, enjoyment, and achievement.

Healthcare and Therapy

Qualifications and Professional Supervision: Staff providing therapy are qualified professionals who receive ongoing training and supervision.

Measuring Effectiveness:

- Individualised care plans are regularly reviewed.
- Data-driven monitoring of progress informs care adjustments.
- Families are involved in tracking outcomes.
- Evidence-based therapeutic interventions are employed.

We prioritise children's physical, emotional, and psychological well-being through qualified care, professional oversight, and transparent outcome monitoring.

Family and Friends Contact

Fostering Connections: We facilitate and promote contact with families and friends in a safe, supportive environment.

Flexible, Personalised Plans: Contact arrangements are adapted to individual needs and circumstances.

Supportive Environment: Visits take place in welcoming spaces; virtual communication is supported where necessary.

Special Occasions: Families are encouraged to participate in celebrations and milestones.

Child-Centred Approach: Contact respects the child's wishes and emotional well-being.

We prioritise maintaining meaningful relationships that enhance children's sense of belonging and security.

Monitoring and Surveillance

Balanced Safety: Monitoring and surveillance prioritises safety while respecting children's privacy.

Transparent Guidelines: Policies on CCTV and access control are clearly communicated to staff, children, and families.

Regular Review: Practices are reviewed to ensure effectiveness, compliance, and respect for children's dignity.

Child-Centred: The well-being of the child remains central in all monitoring practices.

Behavioural Support and Restraint

Approach to Restraint:

- Prevention and de-escalation are prioritised.
- Restraint is a last resort, used only when necessary to prevent harm.
- Least restrictive techniques are applied, following the Restraint Reduction Network principles.

Staff Training and Competence:

- CPI Safety Intervention training is provided, with emphasis on ethical, compassionate care.
- Regular refresher training and competence assessments ensure ongoing proficiency.
- Staff receive supervision to maintain high standards of behavioural support.

Our approach emphasises positive behavioural management, child safety, and professional competency.

Staff Roles and Structure



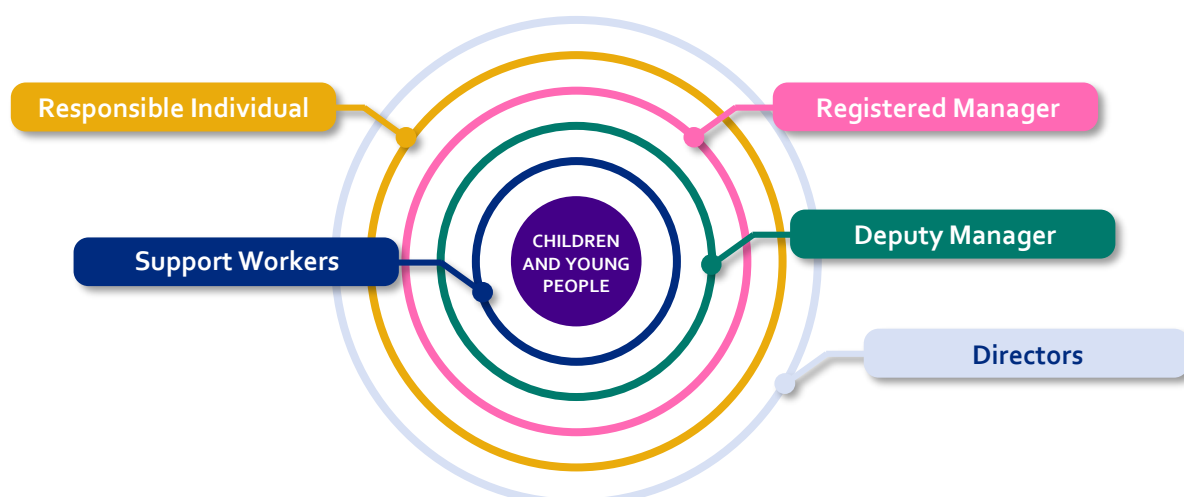
Registered Provider:
Egret Care Ltd



Responsible Individual:
Adam Mellor



Interim Registered Manager:
Farah Mirza



Children and young people at the centre of everything we do

Staff Experience

- Leadership team includes professionals with extensive experience in education, commissioning, and residential care.
- Interim Registered Manager has over 20 years experience working with children in residential care, foster care and education.

Staffing Structure

- Home Manager oversees daily operations.
- Support staff provide direct care.
- Professional supervision is provided for healthcare, therapy, and educational staff.
- Continuous training and collaboration are prioritised.

Director – Dave Maxfield

Dave is a dedicated leader in youth support services, passionate about helping young people build confidence, independence and a strong sense of identity. In his leadership roles, he guides strategy, governance and operations to ensure young people receive compassionate, person centred support that prepares them for adulthood. He is committed to creating environments where young people feel safe, respected and empowered. His practice is grounded in trauma informed approaches, relationship based work and a belief in the potential of every young person. Dave's personal goals reflect his commitment to growth, wellbeing and lifelong learning. Professionally, he strives to inspire staff, uphold high standards and champion inclusive, values driven practice. His vision is to help shape an organisation that transforms lives by offering high quality support that enables young people to flourish.

Director – Sandra Daniels

Sandra has 22 years of experience in Local Government and senior leadership roles. Her background includes managing high risk services, large staff teams, and substantial budgets, ensuring statutory compliance and child centred practice. She brings strong governance, safeguarding expertise, and operational discipline to the role of Director. Her voluntary work supporting young people in community sport further reflects her commitment to positive role modelling and child development. Sandra is dedicated to leading a home where children feel safe, valued, and supported, and where staff are empowered to deliver consistently high quality care.

Interim Registered Manager – Farah Mirza

Farah's career began at Derby College, where she worked as an Inclusion and Support Specialist a role that sparked her passion for helping young people overcome challenges and reach their full potential. Farah is an experienced Deputy Manager in residential children's care homes, which has deepened her understanding of how to create environments where young people feel valued, supported, and empowered.

Farah is committed to removing unnecessary barriers and helping young people make safe, healthy, and informed choices in their lives. This passion also inspired her to further her education, earning a first-class degree in Special Educational Needs and Disabilities (SEND), along with Level 3 and Level 4 qualifications in Children, Young People and Families' Practice. She is now working enthusiastically towards her Level 5 qualification in Leadership and Management and is excited to work at Egret Care as a Registered Manager.

Through her experiences, Farah has learned that strong, compassionate leadership can transform both staff teams and the lives of young people in care.

Responsible Individual and Director – Adam Mellor

Adam has more than 19 years of experience working in various roles in health and social care services for children and adults. He began his career as a Support Worker in 2007 and quickly moved into leadership roles where he discovered his passion for helping others grow and achieve their potential. He's currently working towards a Level 7 Senior People Professional qualification. Alongside his management experience, Adam has a strong background in learning and development, having delivered training since 2010. He is a CPI Certified Instructor specialising in de-escalation and behaviour management and he delivers induction, Safety Intervention and Emergency First Aid training here at Egret. Adam believes that the best care comes from understanding and empathy, often co-training with people who have lived experience to bring real voices into his sessions.

Adam also volunteers as the Chairperson on the Board of Trustees and a Director at, Supported Community Business (SCB) in Crewe. SCB provides a therapeutic workshop for individuals with additional support needs. Here, they experience real work tasks in a supportive environment. Adam has been involved with SCB for more than 25 years, through fundraising and his uncle attending the workshop for most of that period. It is through Adam's personal experience with his uncle that he started to work in care.

ADDITIONAL SUPPORT

Our Education Coordinator, Joanne Anderson has 15 years of experience and holds full QTS and NPQH

Egret Care is currently working with Robbie Burke, an experienced care Consultant from KAMET.

Staffing Structure

Deputy Manager – Chloe Wainwright-Gillooley

- Level 3 CACHE Diploma in Child Care and Education
- BA Hons Degree In Education PGCE
- Over 6 years experience working with children and young people.

Residential Support Worker - Victor Lekwauwa

- Victor has a BA Hon in Science Management
- Victor has nearly seven years working in health and social supporting adults and children in both agency and care-home settings

Residential Support Worker - Chloe Thorley

- Physical Education and Youth Sport Coaching Degree - BSc(Hons)
- PACE
- 18 months experience working with children and young people

Residential Support Worker - Sean Anders

- Has a Bachelor of Engineering Degree
- Personal experience of Foster Care with family and wants to make a difference

Residential Support Worker - Harry Biddulph

- BSC in Logistic and Supply Chain Management
- Harry has not previously worked in care but has a strong desire to make a positive impact on the lives of young people

Residential Support Worker - James Koroma

- Has worked with children since 2016
- Six years of experience working with children and young people in residential homes

Residential Support Worker - Marie Bostock

- NVQ Levels 2 and 3 in Health and Social Care
- 20 years of experience working in care with adults and children.

Residential Support Worker - Charlotte Parry

- Bachelor of Arts With Honours (Primary education with QTS.
- Level 2 certificate in Special Educational Needs and Disability
- Over 3 years working with children

All Residential Support Workers will be enrolled for level four apprenticeships in Children, Young People and Families Practitioner during probation provided by Paragon Skills.

Dedicated Bank Support Workers are employed by Egret Care supplement the full-time staff team.

Promoting Appropriate Role Models

In line with statutory guidance, we recognise the importance of children having access to positive role models of both sexes. While our staff composition may be primarily of one sex, we are committed to ensuring that children in our care are exposed to diverse, appropriate role models and experiences that support their personal and social development.

Our approach includes:

- **Valuing Gender Diversity:** We understand that children benefit from interacting with role models of different genders. Our approach ensures that children can connect with individuals representing a range of backgrounds, experiences, and perspectives.

Inclusive Engagement Opportunities:

- **Guest Speakers and Visitors:** We regularly invite mentors, community members, and professionals of various genders to engage with children, exposing them to diverse perspectives, career paths, and life experiences.
- **Collaboration with External Organisations:** We partner with organisations that promote gender diversity and inclusion, providing additional avenues for children to experience positive role models beyond our staff.
- **Extracurricular Activities:** Our programs in sports, arts, sciences, and other areas offer opportunities for children to interact with individuals of different genders, fostering skills and confidence.
- **Structured Conversations on Gender and Diversity:** Staff facilitate discussions about gender, identity, and inclusivity, creating safe spaces for children to ask questions and explore the importance of positive role models of both sexes.
- **Promoting Positive Values:** We emphasise qualities such as empathy, compassion, leadership, and resilience, ensuring that children develop essential personal and social skills, regardless of gender.

Through these measures, we foster an environment where every child benefits from exposure to diverse and appropriate role models of both sexes. Our commitment to inclusion, open communication, and celebrating individuality supports children's overall development and prepares them to thrive in a diverse society.

Admission Criteria and Emergency Admissions

Our Commitment

Our home is dedicated to providing a safe, supportive, and nurturing environment for all children. We ensure that admissions—whether planned or emergency—are guided by clear, fair, and child-centred criteria, prioritising each child's safety, well-being, and developmental needs.

Admission Criteria

We admit children within the age range of **8 to 18 years**, tailoring our programs to suit their developmental stage. Our admission process considers:

- **Child's Well-being:** Assessment of physical, emotional, and psychological needs to ensure the child receives appropriate care and support.
- **Safety:** Evaluation of potential risks to the child being admitted and to other residents, prioritising a safe and harmonious environment.
- **Appropriate Fit:** Consideration of whether our home has the resources, expertise, and support to meet the child's specific needs effectively.
- **Inclusivity:** We welcome children from diverse backgrounds and circumstances, while recognising when additional specialist provision may be required that we are unable to provide.

Emergency Admission Procedures

In urgent situations, our home follows a clear, structured process to ensure children are admitted safely and promptly:

1. **Immediate Assessment:** Rapid evaluation of the child's needs, circumstances, and risks to determine the appropriate course of action.
2. **Notification of Authorities:** Prompt communication with social services, legal guardians, and other relevant professionals to secure necessary permissions.
3. **Temporary Care:** Provision of safe accommodation and support while awaiting formal assessments or approvals.
4. **Collaboration:** Close coordination with relevant agencies, professionals, and guardians to serve the child's best interests throughout the emergency process.
5. **Comprehensive Review:** Following the emergency, a thorough evaluation is conducted to develop a suitable long-term care plan tailored to the child's needs.

Our Approach

Our admissions process is fair, responsive, and child-centred. By carefully assessing each child's needs and circumstances, we ensure a positive, safe, and supportive environment where children can thrive. Emergency admissions are managed swiftly, prioritising immediate safety and compliance with legal and regulatory requirements, including the **Children's Homes (England) Regulations 2015**. [Children's homes \(England\) Regulations 2015](#)