



ASTER CHILDREN'S HOME

URN:2863962

STATEMENT OF PURPOSE

CONTACT : NEIL KELLY

PHONE: 0161 5666 301

EMAIL: NEIL.KELLY@WILLOWWAYCARE.CO.UK

Quality and Purpose of Care:

- A statement of the range of needs of the children we care for.
- Our home's ethos, and the outcomes we seek to achieve and our approach in achieving them.
- A description of the accommodation offered by Aster Children's Home, including:
 - (a) How our accommodation has been adapted to the needs of children.
 - (b) The age range, number, and gender of the children for whom we accommodate.
 - (c) Location of the home.
 - (d) The type of accommodation including sleep accommodation, a description of the location of the home.
- Our arrangements for supporting the cultural, linguistic, and religious needs of children.
- Details of who to contact if a person has a complaint about the home and how the Young Person can access the homes complaints policy.
- Details of how a person, body or organisation involved in the care and protection of a child can access the homes child protection policies or the behaviour management plan.

Views, Wishes & Feelings:

- A description of our homes policy and approach to consulting children, about the quality of their care.
- A description of our homes policy and approach in relation to -
 - (a) Anti-discriminatory practice in respect of children and their families; and
 - (b) Children's rights.

Education:

- Details of provisions available to support children with special educational needs.
- Arrangements for Young People to attend local schools and provision to promote educational achievements.

Enjoy and Achievement:

- Arrangements for enabling children to take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, intellectual, physical, and social interests and skills.

Health:

- Details of any health care and therapy provided, including:

(a) Details of the qualifications and professional supervision of the Team Member's involved in providing any healthcare or therapy; and

(b) Information about the effectiveness of any healthcare or therapy provided is measured, the evidence demonstrating its effectiveness and details of how the information, or the evidence can be assessed.

Positive Relationships:

- The arrangements for promoting contact between children and their families and friends.

Protection of Young Children:

- A description of the home's approach to the monitoring and supervision of children. Details of the homes approach to behavior support, including information about: (a) The homes approach to restraint in relation to children; and (b) How person's working in the home are trained in restraint and how their competence is assessed.

Leadership and Management:

- The name and work address of:

(a) The Registered Provider

(b) The Responsible Individual (if one is nominated)

(c) The Registered Manager (if one is appointed)

- Qualifications and experience of team members, including any team members commissioned to provide education or healthcare.

- Details of the management and team members structure of the home, including the arrangements for the professional supervision of team members including team members that provide education or healthcare

If team members are all of one sex, or mainly of one sex, a description of how the home promotes appropriate role models of both sexes.

Care Planning:

- Any criteria used for the admission of children to the home, including any policies and procedure for emergency admission.

- Appendix 1: Registered persons and provider details.

- Appendix 2: Team members profile details.

WELCOME TO Aster Children's Home



Neil Kelly
REGISTERED MANAGER

Welcome to Aster Children's Home, where we offer a warm and welcoming home for children and young people. We aim to ensure all our children experience meaningful memories, and we endeavor to meet the needs of the individual Young People in areas that are personal to them.

It can be a difficult decision to choose other places for your child to live, but I hope that by reading this document you will gain an understanding of the ethos of Aster Children's Home. I'd like you to feel happy and confident about the decision you've made, so I'd like to invite you and those close to you to come and see our home, so that you can raise your understanding and discuss it with us.

Our Team Members provide Children and Young People with support that is tailored to meet their unique needs, interests, and abilities.

Aster Children's Home Registration



Aster Children's Home is registered to care for up to three young people, aged up to 17 years, who may experience emotional and behavioural difficulties (EBD) and/or have diagnosed learning disabilities (LD). Our focus is to provide highly individualised care for children whose needs may arise from a combination of early trauma, attachment disruption, and developmental or cognitive differences. We recognise that emotional and learning needs often overlap, and our team is trained to respond with understanding, flexibility, and consistency.

Children may present with challenges linked to trauma, such as difficulties in emotional regulation, social relationships, and trust, alongside additional learning or communication needs. Our staff receive specialist training in Positive Behaviour Support (PBS), communication and interaction strategies, and sensory awareness, ensuring that the environment is inclusive and responsive to the needs of every young person.

Aster provides a nurturing, structured, and trauma-informed environment designed to promote safety, connection, and growth. We work collaboratively with education, health, and therapeutic professionals to help each child achieve their full potential, whatever their starting point.

This Statement of Purpose outlines the services provided by Aster Children's Home Children's Home, ensuring compliance with The Children's Homes Regulations 2015 (as amended) and The Children's Act 1989 (as amended). For more detailed information, you can request the Aster Children's Home Children's Guide. Young People who turn 17 may, under certain circumstances, extend their placement for an additional year. In such cases, all professionals involved will be notified, and the impact on both the young adult and other residents will be carefully considered.

We work closely with placing authorities to facilitate smooth transitions for Young People approaching 18 years of age, ensuring that long-term placements are secured in a timely manner. If there is a brief period between a Young Person turning 18 and moving to alternative accommodation, we will communicate with professionals to manage this transition. Aster Children's Home will conduct thorough risk assessments, because these Young People are now adults.

QUALITY & PURPOSE OF CARE

The Young People We Care for:



Aster Children's Home is a specialised children's residence designed to accommodate Three young people. We focus on providing a supportive environment for children facing emotional and behavioral challenges, ensuring they receive the care and attention they need to thrive. The home aims to foster a sense of security and stability, helping our young people to build resilience and develop essential life skills.



When assigning placements, we consider age, gender, and the appropriateness of our home's social dynamics. Aster Children's Home typically provides a home for children aged up to 17, though each child is unique and requires an individual evaluation of their needs and circumstances. Every Young Person is assigned a key worker who offers personalised assistance, guidance, and support. Our dedicated team provides round-the-clock care and is safely recruited and thoroughly inducted to ensure all team members are trained and qualified to support our Young People in achieving the best possible outcomes.

We promote the importance of privacy, dignity, rights, autonomy, and fulfilment in our care. These principles enable us to deliver care that upholds our commitment to an individualised, holistic approach to all aspects of life.

Our Ethos, Aims and Objectives:

The overarching goal of Aster Children's Home is to support the development of young people's social skills, independence, and personal abilities by providing opportunities to practice these traits in a welcoming, secure, and supportive environment. We offer care with a strong emphasis on individuality, rights, fulfilment, and privacy in a relaxed, safe, and stimulating atmosphere.

Aster Children's Home takes an organised approach to the day while giving our children the freedom to choose from a wide range of activities and interests.

Aster Children's Home takes an organised approach to daily routines while allowing children and Young People the freedom to choose from a wide range of activities and interests. Our environment fosters assurance and confidence, recognising each young person's achievements both privately and publicly. Regular praise is given, and constructive criticism is applied where appropriate to offer positive alternatives.

Our aim is for Young People to achieve greater emotional stability through target-setting and individualised care planning. We use a therapeutic approach to help them lead happy, meaningful lives and prepare for adulthood by providing comprehensive support. To achieve the best outcomes for each young person, we collaborate with them and with professionals in education, social work, health, and employment/training services.

Aster Children's Home offers a positive, stimulating, structured, safe, and secure environment that fosters better life opportunities. We provide support and guidance to parents and caregivers, helping them learn risk management techniques and resilience strategies to effectively navigate significant life events, transitions, and challenges. Our activities, both in the community and at home, are tailored to the interests of each young person.

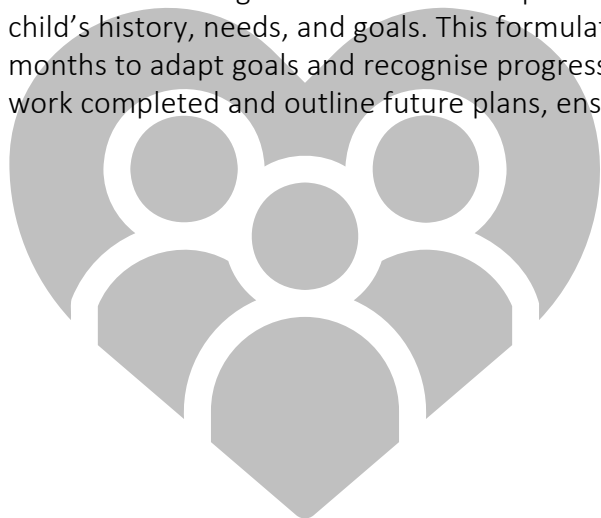
To support children and Young People who have experienced abuse and neglect, Aster Children's Home promotes a trauma-informed approach using the PACE parenting model. PACE is a method of thinking, feeling, acting, and communicating those foster stable relationships, helps children feel safe, and allows them to reflect on their actions and thoughts without fear of shame. The team at Aster Children's Home adopts a light-hearted, carefree, and playful approach to help children and Young People feel connected to the team, and as a result, experience fun and love.

Our team helps children and Young People understand that their behavior is separate from their identity, accepting them for who they are rather than what they do. By taking a curious approach and asking why they are acting in a certain way, the team at Aster Children's Home seeks to understand the meaning behind their behavior and what they are trying to communicate. We also strive to ensure that each child or Young Person feels heard and that their feelings are validated.

At Aster Children's Home, our parenting and therapeutic model is grounded in trauma-informed and trauma-responsive practices. We use a PACEful approach (Hughes, 1997), training all residential support workers in attachment theory, trauma-informed practices, and the core principles of Playfulness, Acceptance, Curiosity, and Empathy. This approach fosters a sense of safety and helps children build secure attachments.

The therapy input complements this approach by integrating therapeutic principles throughout the child's environment. Regular home visits by therapeutic practitioners enable relationship-building and collaboration with Team Member's to tailor practical and relevant approaches for each child. Direct therapy sessions, offered weekly or bi-weekly, include creative methods such as arts, movement, and music, alongside talking therapy. These sessions help children express themselves, process their experiences, and develop co-regulation and self-regulation skills.

Within the first eight weeks of a child's placement, a Therapy Formulation (TF) is created, capturing the child's history, needs, and goals. This formulation directs therapeutic focus and is reviewed every three months to adapt goals and recognise progress. Therapy Reports (TR) are provided biannually to summarize work completed and outline future plans, ensuring a clear record of the child's therapeutic journey.



Our Accommodation & Location:

Aster Children's Home is a large five-bedroom, semi-detached property located just off a main road in Bury. The home is conveniently situated near local amenities such as shops and leisure activities, with good links to local transport networks. It is just a short drive from Bury town centre, where Young People can engage in a variety of activities. The home is also close to major motorways, being 4 miles from the M62 and 5 miles from the M66. Additionally, Rochdale Train Station is 4 miles away, providing easy access to various educational establishments. Nearby hospitals include Bury Fairfield Hospital, 3 miles away, and Rochdale Infirmary, 4 miles away.

The home is designed to provide a welcoming and supportive environment. Each child will have their own bedroom, which they are encouraged to personalise with their choice of decor, bedding, pillows, and soft furnishings. The property features multiple communal areas, including a spacious living room and a well-equipped kitchen, promoting a family-like atmosphere.



To ensure the safety and well-being of young people in our care, Aster Children's Home is equipped with front and back door alarms. These alarms can be activated based on the individual needs and risk assessments of the young person. The use of these alarms is reviewed regularly in consultation with the child, their care team, and any relevant professionals to ensure their appropriateness and necessity. This measure supports a safe and secure environment while respecting the dignity and privacy of the young person.



Cultural, Linguistic and Religious Needs:

At the time of referral, we evaluate the cultural, religious, and linguistic needs of each Young Person to determine how best to meet them. Aster Children's Home is committed to upholding and encouraging religious customs within the home.

During placement sessions with parents and caregivers, we discuss these needs to ensure that our Team Member's can replicate familiar practices for the young person. We maintain an annual calendar of events that celebrates various religious and cultural occasions throughout the year.

Aster Children's Home is committed to promoting diversity and equality, alongside a therapeutic approach, which is reinforced through our recruitment and selection process, Team Member's induction, and ongoing training and development programmes. Our team values and promotes diversity, helping children and Young People recover from adverse childhood experiences (ACEs) and supporting them in continuing their social, cultural, and spiritual practices.

Children and Young People at Aster Children's Home receive support to enhance their communication skills. Each team member undergoes training tailored to the specific needs of every Young Person in our care. This training equips our Team Member's to understand the unique needs and preferences of each individual, promoting and supporting equality and diversity for all. Through this training, our Team Member's will be better equipped to comprehend the unique needs and preferences of each young person, as well as to promote and support equality and diversity for all young people.

Additionally, our Team Member's are trained to be culturally aware and respectful of the unique needs and perspectives of everyone.

Complaints:

All complaints are acknowledged, taken seriously, and addressed in accordance with our complaints policy and procedure. Our primary goal is to facilitate the informal resolution of complaints; however, when this is not possible, our policy allows for the escalation of complaints through a formal progression route. Every official complaint is tracked and verified for quality.

We welcome all feedback, suggestions, complaints, and concerns, as we understand that this helps us improve our service. If a complaint cannot be resolved through our procedures, the Children's Commissioner or Ofsted can be contacted for further assistance.



Access to Child Protection and Behavior Management Policies:



Electronic versions of Aster Children's Home's behavioral and safety policies are available upon request and is accessible via Willow Way Care policies and procedures within the home.

Every child and Young Person has a behavior support plan. This document outlines appropriate responses and helpful strategies that Team members can use to assist the Young Person in distressing and challenging situations. As Young People grow and develop, our Young People are supported to acquire the skills needed to manage their own behavior, depending on their age and capability. Team members support them in selecting appropriate incentives and restorative approaches for their actions, initiating the process of making amends and helping them take responsibility for their behavior.

Aster Children's Home is committed to ensuring that every Young Person has access to a safe, reassuring, and non-threatening home environment. In extreme circumstances, where these factors are compromised by a young person's behavior, an emergency meeting may be convened between key people supporting the Child or Young Person to explore strategies for safely managing the situation. The home is also responsible for providing a safe working environment for team members.

To further enrich our approach, Aster Children's Home incorporates regular training and development sessions for Team Members on the latest child protection and behavior management techniques. This ensures that our team is well-equipped to manage a variety of situations with sensitivity and professionalism.

Additionally, we engage with external experts and agencies to review and enhance our policies and practices continually.

Views, Wishes and Feelings:

Consultation

Aster Children's Home serves as the young people's permanent home and place of residence for up to 52 weeks a year. We understand that involving our Young People in the day-to-day operations of our home makes it more productive and positive. We listen to and act upon their opinions, desires, and feelings. Weekly house meetings are held where Young People are invited to participate in and approve weekly plans. Our Team Member's are trained in using communication tools to ensure that children and Young People can express their wishes, opinions, and preferences.

Every month, an Independent Visitor comes to the home to assess the quality of our service and care. The Independent Visitor meets and converses with our young people, their families, and other relevant parties to gather feedback. Every Young Person participates fully in both individual and group planning, where their views, wishes, and emotions are respected and supported.

Anti-Discrimination and Young People's Rights:

At Aster Children's Home, every Young Person is valued as an individual and receives treatment without bias or oppression. Through their individualised care package, which includes a comprehensive personalised care plan, a personalised risk assessment, and a positive behavior support plan, we help Young People develop their sense of self.

We actively promote young people's ability to make decisions based on their own preferences. Our anti-discrimination policy is in place and, regularly evaluated, the policy is incorporated into Team Member's training requirements. We adhere to the UN "Convention on the Rights of the Child," with a focus on issues related to participation, protection, and caregiving.

At Aster Children's Home, we recognise the unique needs of every minority group and strive to uphold standards in addressing these needs. We believe that good adult role models are crucial in demonstrating justice, kindness, and respect. This example inspires children and Young People to confront any form of discrimination in their homes, schools, or communities.

At Aster Children's Home we always aim to create a warm, inviting, secure, and accessible space for everyone, enabling families and other significant individuals to have positive interactions with our children and Young People when they visit. Every individual, regardless of gender, sexual orientation, ethnicity, race, culture, belief, religion, age, or ability, will be treated with kindness, dignity, and respect while living, working, or visiting the house.

Education:

Support for Young People with individual Educational Needs

Aster Children's Home is not an educational placement or place of learning. The Registered Manager or Responsible Individual will ensure the local authority and Allocated Social Worker are aware of the education set up at the time-of-service referral. Willow Way Care ensure that any Statement of Need or Education, Health, and Care Plan is available to the home via the relevant agency. By doing so, we can take initiative-taking steps on behalf of our young people, ensuring that any service involved is aware of their situation and capable of implementing any necessary recommendations.



Arrangements to Provide Education and Promote Educational Attainment:

The children and Young People living at Aster Children's Home will attend an educational facility that meets their educational needs during the school year. This could be through an outreach program, a specialised school, or a mainstream school. Our Young People may also participate in work experience programmes and vocational courses at nearby establishments as part of an approved education programme that combines college coursework with extracurricular academic subjects or modules.

At Aster, we recognise that some young people may arrive at our home without a current education placement or may be disengaged from formal education due to previous trauma, negative experiences, or complex needs. We are committed to understanding the root causes of this disengagement and to working collaboratively with the young person, their placing authority, Virtual School, and other professionals to explore a range of suitable educational opportunities.

Our team will:

Build trusting relationships with the young person to understand their aspirations, anxieties, and barriers to education.

Work closely with the Virtual School Head and relevant professionals to identify tailored pathways into learning, such as alternative provisions, vocational training, therapeutic education settings, or re-engagement programmes.

Promote a positive learning culture within the home, including structured routines, informal learning activities, and access to resources to support cognitive and emotional readiness for education.

Regularly review progress and challenges through multi-agency planning and adapt our approach to ensure each young person is supported at their own pace.

Our aim is to create an environment where every young person feels safe, empowered, and motivated to re-engage with learning in a way that suits their individual needs.



Enjoyment and Achievement:

Enjoying and Achieving

The children and Young People at Aster Children's Home are encouraged to engage in activities such as shopping, cycling, attending local youth clubs, swimming, going to the cinema, bowling, and participating in specialised groups that align with their interests and hobbies. These activities have educational components and are aimed at enhancing feelings of self-worth. Should they choose to, our Young People are also supported in attending significant religious and cultural celebrations.

Before engaging in any activity, each person undergoes a thorough risk assessment. Our goal is to build strong relationships with our children and Young People to support their happiness, health, safety, and well-being while actively promoting lifelong learning and growth.

Play and leisure time are vital components of a child’s learning and development. They also provide opportunities for adults to spend quality time with our children, fostering the development of healthy connections that protect against the damaging effects of trauma.

We recognise that recreation and leisure time, especially when enjoyed within the community, can enhance the development of pro-social behavior and social competencies in our young people, aiding in their social inclusion.

The promotion of leisure and activities is a cornerstone of our care approach due to its holistic benefits, including opportunities for personal accomplishment and achievement. We actively consult with our children and Young People to expose them to a wide range of activities, hoping they will find something that resonates with them and meets their unique needs.

To inspire and promote creativity, our adults actively share their interests in various sports and hobbies, providing excellent role models for our children and young people.



Health:

Healthcare and Therapy

The health and wellbeing of Young People are essential to our overall intervention at Aster Children's Home. We maintain a complete medical history for each young person, including information about current prescription medications and a full history of their immunisations, along with Medical Consent Forms that authorise the home to manage medical needs. Consenting parties are kept fully informed about any necessary medical conditions and treatments.

Local health and medical services, including GP, dental, and optical services, will be used. The Team at Aster Children's Home are responsible for communicating with healthcare professionals and arranging appointments. Any Young Person in need of mental health support will receive it on a needs-led basis, whether through private clinics or local programmes.

At the initial planning meeting, any health-related concerns will be discussed, and arrangements will be made for follow-up care as needed, such as eye, hearing, and dental exams. If a young person requires emergency medical assistance, they will be taken to the nearest accident and emergency department.

Willow Way Care also have commissioned psychotherapist who supports both the child and the team around the child using psychoanalytic psychotherapy. This approach includes various methods such as talking, playing, or drawing to suit the child's needs.

Aster Children's Home is a non-smoking environment, and the same applies to alcohol and other substances. If an addiction is hindering a Young Person's progress, professional help from specialised counselling centres will be sought.

Positive Relationships:

Family Time



Aster Children's Home view communication between our children and Young People and their extended families as crucial to the success and stability of their stay. In keeping with the spirit of the Children Act 1989, we are fully committed to collaborating with families and other significant individuals in our children's lives.

This is particularly important as we often place our children and Young People far from their home communities, and we are eager to support family reunions. Unless otherwise directed by the Court or Placing Authority, family time is welcomed and strongly encouraged.

Multi-agency meetings will further examine and discuss contact with friends and family. Recognising the importance of continuity in family support networks for resilience, we actively promote contact as needed on an ongoing basis. (Unless this contradicts the specific placement plan or poses a risk to any of our children and the adults supporting them.) We encourage friends and relatives of our children and Young People to visit the home.

We always strive to support young people's positive relationships with friends they make at school or in the neighbourhood. The Team Member's at Aster Children's Home ensures that guests are comfortable and made to feel welcome.

In accordance with their Local Authority Care Plan, our children and Young People are regularly and proactively encouraged to maintain relationships with their family and friends. Our adults are also prepared to provide the necessary practical support to facilitate this contact. Our children's placement plans specifically address how they will stay in touch with their friends and relatives.

Protection of Young people:

Safety, Surveillance and Monitoring

Aster Children's Home adheres to the Children Act 1989, which states that the welfare of the child comes first. This principle guides the handling of any suspicion or allegation that a child or young person has experienced abuse while in our care. To facilitate investigations, we collaborate and act swiftly with the authorities responsible for placing and investigating.

The home's Registered Manager at Aster Children's Home is the Designated Safeguarding Lead, who has complete authority for child protection.

Except for door alarms on the front and back of the house, we do not regularly employ any mechanical methods of monitoring or surveillance. A risk assessment determines the level of adult supervision required both within and outside our home, and this information is documented in individual care plans.

Our Team Member's work on a Rota basis, allowing them to provide continuous care and support to the children and young people without interruptions from Team Member's changes during the day. This helps maintain a consistent approach. Typically, the team works 2 days on, 4 days off shift pattern, rotating alongside their colleagues. We do not consider waking night Team Member's essential, as we prefer to mirror a family home environment. If any child gets up and leaves the home, the door alarms will sound, waking Team Member's who will respond immediately to the child's needs.

Any Team Member suspected of harming or abusing a child may be suspended immediately or reassigned to a different role away from the home while inquiries are conducted. Team Members are required to notify the designated safeguarding lead immediately if they learn of any claims of abuse or harm, or if they have reason to believe that abuse has occurred. If the designated individual is unavailable, Gemma Smith must be notified immediately.

If Team Member's are unable to contact the safeguarding lead, they should contact LADO directly. The unavailability of the assigned safeguarding lead cannot cause a delay. Anxiety among Team Members might arise from the uncertainty around child abuse, as it is not always evident.

In compliance with local inter-agency safeguarding procedures, action will be taken to ensure the safety and continued safety of a young person in our care who has experienced significant harm, is at risk of harm, or is suspected of harm (Working Together to Safeguard Children, December 2023). This also applies to any information we may have regarding any other child or young person or instances of past abuse.

Interagency safeguarding protocols ensure that young people's services and the police will investigate any instances of abuse, neglect, or harmful behaviour directed against them. Since the wellbeing of young people is paramount, information disclosed by a young person that suggests they or another young person is at risk of harm, has been injured, or that this is suspected cannot remain confidential. However, young people will receive support throughout the process and any further investigation, as well as clarity about what will happen with the information they have provided.

Any information received will be managed with care, acknowledging that the young person providing the information may experience severe pain, discomfort, or anxiety as a result of sharing such sensitive information.

By writing to the contact information provided at the beginning of this document, you can request written copies of our safeguarding policy, process, and child protection statement. At Aster Children's Home, we ensure that every young person in our care is monitored by a team of professionals with the necessary training and experience. Before entering the house, each visitor must verify their identity and the reason for their visit.

Behavioral Support:

Aster Children's Home is dedicated to providing young people with the best possible support in managing their own behavior. This is viewed as an ongoing process that helps prepare each young person for adulthood by fostering their growth and development. We prioritise acknowledging and rewarding self-managed positive behavior over focusing on negative behavior.

Using the placement plan and risk assessment process, we identify each young person's known or predictable behaviors, allowing us to implement strategies to reduce the likelihood and impact of potential negative behaviours.

Behavioural management is a dynamic, continuous process. Each young person has a personalised plan for positive behavior support that identifies potential triggers and emphasises soothing techniques. We prioritise updating these plans and our behavior management techniques to ensure they reflect each young person's current needs, responding to incidents of positive or poor behavior as well as new information or personal developments.

Sanctions are rarely used in the home as they do not always support young people's positive behavioural development. Instead, natural consequences to behaviour are used as part of daily living experiences.

Our comprehensive, proactive approach to behavior management includes engaging in a range of physical activities, managing the day's schedule and structure, careful planning and organisation, establishing clear expectations, and recruiting proactive Team Member's members.

All Team Member's members are trained in the use of Safety Intervention, and all interventions must be approved by the young person's positive behavior support plan. However, there may be occasions when using a physical intervention is necessary to keep the young person safe.

Debriefs are provided at a level suitable for the young person; however, due to any learning difficulties and associated behaviors, debriefs are customised to the individual's understanding. In certain cases, a debrief may not be appropriate at that particular time to prevent worsening the young person's anxieties. Every intervention is routinely observed and evaluated.

Physical restraint is always the very last and least safe course of action. It is only allowed when it is deemed essential and in the best interests and safety of the child, other children, and/or other individuals.

Behavior management is a key aspect of Team Member's training, emphasising a proactive approach using distraction and de-escalation, with physical intervention only ever used as a last resort. The home has a 'zero tolerance' approach to bullying, irrespective of who the victim or perpetrator may be, and any bullying is dealt with immediately. Every young person is always supported to exercise the right to raise concerns.

Due to their unique requirements, cyberbullying is extremely uncommon among the children in our home; however, if it does arise, we will help the child and their family respond accordingly. All Team Member's are aware of our anti-bullying policy and understand what is expected of them in this regard. As part of the Placement Plan and Assessment Process, the Risk Assessment will cover the arrangements for managing a missing young person. It will identify patterns of absence and the steps needed to minimise inherent risks.

Every young person has a profile called "Missing from Care" created. In cooperation with Greater Manchester Police, the local process for missing children from care will be explored, and the Philomena Protocols will remain updated. We firmly believe that every child deserves a safe and contented upbringing, that these experiences have intrinsic worth, and that they also serve as the best means of preparing children for adulthood and enabling them to fully engage in society.

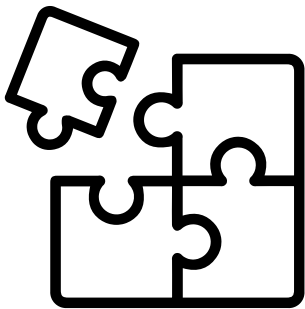
To ensure our Team Member's team is appropriately trained in safeguarding practices and uses this knowledge to actively promote the safety and wellbeing of all young people in our care, all Team Member's members are required to complete face-to-face safeguarding training that includes both adult and child instruction. Our independent

visitor comes to the home once a month to examine every aspect of our operations and to write a report that is shared with Ofsted on a monthly basis. A comprehensive quality assurance programme is in place at Willow Way Care, overseeing, evaluating, and assisting the home with all matters of compliance, safety, and quality.

Aster Children's Home House is inspected by OFSTED.

Leadership and Management:

Registered and Responsible Individual Details See Appendix 1



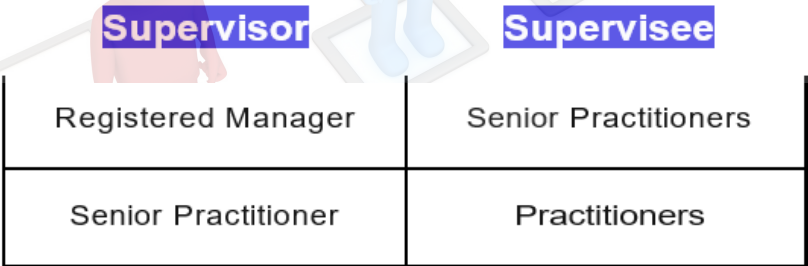
We have a committed Team Member's of male and female employees who have extensive experience working with and supporting young people. Our team members are diverse individuals with a wealth of expertise in managing challenging behaviours.

The team at Aster Children's Home consists of:

1 Registered Manager (RM), 3 Senior Practitioners 3 Practitioners These team members work a rolling rota split between three teams. We believe that our young people need consistency in practice and approach, as well as the development of strong, positive relationships. Therefore, we are hesitant to engage agency Team Member's and only do so in emergencies.

A senior management member is always available for consultation, support, or to be notified of any major situations. This person is available around the clock, every day of the week.

All team members receive regular supervision in accordance with current regulations and company procedures, as well as responsive supervision as required.



Registered Manager	Senior Practitioners
Senior Practitioner	Practitioners

Regular supervision will be provided to team members, either as required by regulations or as a component of their probationary evaluation. There is a three-month probationary period for all new team members. Members of the agency or bank relief team will undergo routine supervision. Every year, appraisals are conducted for every team member. Appraisals determine the needs for training and personal growth, which are observed under supervision and examined at their yearly review.

As quickly as feasible following an incident, Team Members who were directly involved in or witnesses an incident who might have been impacted by it will receive responsive supervision and post-event debriefings. Every member of the team adheres to a training program that specifies required instruction and a path for ongoing professional growth that satisfies the specifications outlined in the Quality Standards and Children's Homes Regulations of 2015.

All newly appointed team members participate in an induction session after successful recruitment. Shift observations are included, along with other essential topics including positive behavior management, communication, fire safety, health and safety, and safeguarding.

After joining the team, each member must finish a basic e-learning induction program within 3 months of starting work. The "Training Hub" platform is where this program is hosted. This is supported by local policy and procedure training. During their employment with us, everyone's learning is monitored, recorded, and reported via our homes Workforce Development Plan, starting with the initial induction program and continuing through their ongoing professional development.

Members of the team get support and enrolment towards obtaining their Diploma Level 4 Qualification, which aligns with the requirements outlined in the 2015 Children's Home Regulations. Every employee file is stored securely at Aster Children's Home and is accessible to the senior management group.

Team Members as Role Models:

Both sexes are represented on the team, and newly hired employees agree to a code of conduct that lays out precise standards for conduct, demeanor, and constructive role modelling. To guarantee that all team members exercise positive behavior role modelling, this is further reinforced in monitoring and evaluation.

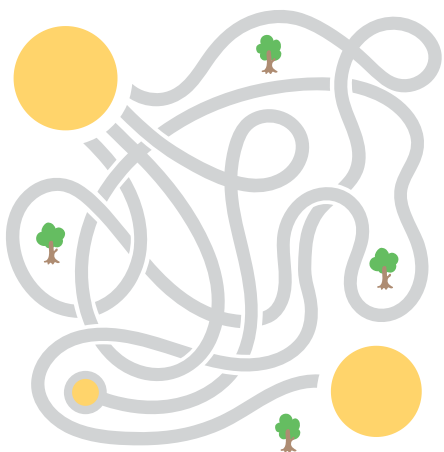
Care Planning:

Admissions

Aster Children's Home considers each referral individually, taking into account the needs and goals of each Young Person as well as the current needs of the existing young person/ people.

When a Local Authority refers a Young Person for admission, referral paperwork is obtained, a comparison with present child is taken into account, and if feasible, a visit to Aster Children's Home is made. After this visit, a formal placement offer is given if the placement is thought to be suitable.

After this, a thorough transition plan is created to facilitate a seamless and happy transition. Since each child is unique, each transition will be customized for them. Aster Children's Home can take in young individuals placed in emergency situations, but we prefer admissions that are planned. All admissions to and departures from the homes of children from other local authorities will be reported to our host authority.



Residential placement offers are customised for each young person, taking into account their unique needs. This includes requirements such as Team Member's profile requirements day and night, a maximum of 52 weeks per year, and any other requirements. Every child is assigned a keyworker who is responsible for supporting and advocating on their behalf when they are at home. Keyworkers interact with children on a regular basis and communicate with social workers and families.

When a child under our care moves out of the children's home, they will be provided with the necessary support to ensure a smooth transition to their new place of residence. Every time a child from another local authority is admitted to or removed from their home, we alert our host authority.



Appendix 1:

Registered and Responsible Individual Details
Registered Provider

Registered Office:
Swan Building, 20 Swan Street,
Manchester, England, M4 5JW

Tel No - 0161 5666 301

Company Registration No: 16484040

Registered Manager
Neil Kelly
Email: neil.kelly@willowwaycare.co.uk

Neil has an extensive career spanning over 20 years in the children's, adults, and family workforce, His journey has seamlessly woven through impactful roles at organisation's such as Blackburn with Darwen Borough Council, Lancashire County Council, and The Children's Society. From his roots in targeted youth support to his current position at Willow Way Care , he has honed leadership, strategic planning, and community engagement skills across the public, private, and charitable sectors. His diverse experience uniquely positions him to navigate the challenges at Aster Children's Home, where his proven ability to manage teams and drive initiatives aligns seamlessly with the dynamic environment within his new home. Neil's strategic mindset, coupled with a commitment to positive outcomes, makes him well-suited to contribute effectively to Aster Children's Home's future progress and success.

Qualifications - Qualifications: Level 3 Diploma for Young people and Young People's workforce
Advice and Guidance NVQ L4, Parent Practitioner C&G L4. level 5 Diploma (Working towards) in leadership and management.

Appendix 2:

Team members details

Responsible Individual

Kayleigh Grice

Email: Kayleigh.Grice@willowwaycare.co.uk

Kayleigh's career demonstrates a deep and consistent commitment to supporting children and young people with complex needs, alongside a steady progression through roles of increasing responsibility. Beginning her journey as a 1:1 support assistant, she gained valuable hands-on experience working directly with children with disabilities, an experience that laid the groundwork for her later work in specialised care settings.

Her formal qualifications, including a Level 3 Diploma in the Children's and Young People's Workforce and a Foundation Degree in Teaching and Learning Support, have given her a strong theoretical understanding of child development and behaviour. This academic foundation, paired with practical experience in schools and behaviour-focused units, prepared her well for the transition into residential childcare.

Kayleigh has since taken on leadership roles across a range of settings, including semi-independent provisions and registered children's homes. As a Registered Manager, she led services supporting young people with highly complex needs, achieving consistent improvements in quality and compliance. Her calm, dedicated leadership was instrumental in guiding her teams through challenging periods, resulting in two successive "GOOD" ratings from Ofsted and a clear record of improvement in previously underperforming homes.

In her Area Manager role, Kayleigh further demonstrated her commitment by stepping into an interim management position to address urgent quality concerns. Through hands-on leadership and a focused improvement plan, she quickly restored compliance and enhanced the standard of care, leading again to a "GOOD" rating from Ofsted.

Now serving as the Responsible Individual across multiple homes, Kayleigh provides strategic oversight, coaching and support to Registered Managers, ensuring that the services continue to meet and exceed regulatory expectations. She remains passionate about driving high standards and embedding a culture of continuous improvement.

Kayleigh is now eager to bring her experience and skills to support Willow Way Care in the setup, registration, and successful launch of Aster House, ensuring a strong foundation is built from the outset to deliver safe, nurturing, and high-quality care for children.

Appendix 2:

Team members details

Sex	Surname	Position Held	Qualifications	Previous Experience Prior to employment	Start date
F	Harrison	Senior Residential Care Worker	L5 Residential Management	Michelle is an experienced residential practitioner who has worked in the Children's and adult's workforce for over 25 years. Michelle will bring a wealth of experience, knowledge and practice to Aster Children's Home which will ensure strong leadership within our home	Oct 25
		Senior Residential Care Worker		Vacant	



Team members details

Sex	Surname	Position Held	Qualifications	Previous Experience Prior to employment	Start date
M	Bates	Senior Residential Care Worker	Residential L4 - working towards	Kenneth is a committed and enthusiastic practitioner who thrives on supporting young people's growth and well-being. With experience in de-escalation, positive reinforcement, and promoting healthier routines, he brings a proactive and motivating approach to his work. Kenneth's dedication to helping young people achieve their full potential makes him an asset to our team.	Oct 25
F	Jeal	RSW	Safeguarding Adults Level 2, Assessing Mental Capacity, various certificates of achievement and attendance across social care and safeguarding topics.	Chelsea is a compassionate and reliable practitioner who demonstrates a genuine commitment to supporting people in care. Her experience and training equip her with strong communication skills, an understanding of safeguarding, and a calm, nurturing approach to behaviour support. Chelsea brings warmth and consistency to her practice, helping people feel safe, listened to, and valued. Her proactive attitude and willingness to learn make her an integral part of the Aster team.	Oct 25
F	Azam	RSW	Unqualified	Ashwah is an enthusiastic and committed member of the team who brings a positive attitude and a strong desire to learn and grow within the residential childcare sector. She approaches every task with curiosity and care, showing genuine empathy towards young people and a natural ability to build trust and rapport. Her eagerness to develop her knowledge and skills makes her a valued part of the Aster team, and she is already demonstrating the qualities of a reflective and capable practitioner.	Oct 25

Team members details

Sex	Surname	Position Held	Qualifications	Previous Experience Prior to employment	Start date
F	Mitchell	RSW	Unqualified	Catelyn brings a vibrant and engaging energy to the team, with previous experience mentoring young people through dance and creative expression. Her ability to inspire confidence and connection makes her a natural role model, particularly in helping young people build self-esteem and resilience. Catelyn is keen to develop her professional skills and is already demonstrating a reflective, compassionate approach to her practice. Her enthusiasm and willingness to learn make her a valuable addition to the Aster team.	Oct 25
F	Shafiq	Bank RSW	L3 Residential, working towards L5 In Leadership and management	Farzanah has joined the team in a bank capacity and brings with her a genuine enthusiasm for making a difference in the lives of young people. She is eager to develop her knowledge and skills within the residential childcare sector and approaches her role with warmth, professionalism, and a strong sense of commitment. Farzanah's positive attitude and willingness to step in and support both colleagues and young people whenever needed make her a valued and dependable member of the Aster team.	
F	Nasim	Bank RSW	Unqualified	Shazia is a flexible and dependable member of the team who provides valuable support whenever cover is required. She demonstrates a caring and empathetic nature, with a genuine interest in helping young people feel understood and supported. Shazia approaches her role with enthusiasm and reliability, contributing positively to the team's dynamic and the consistent care we provide. Her willingness to learn and adapt makes her a trusted and appreciated part of the Aster team.	

Thank you



WE LOOK FORWARD TO WELCOMING
YOU TO OUR HOME

URN:2863962

CONTACT : NEIL KELLY

PHONE: 0161 5666 301

EMAIL:NEIL.KELLY@WILLOWWAYCARE.CO.UK



Willow Way Care