

## **Statement of Purpose**

Tide House is a Residential Assessment Centre run by Inklusis Ltd. We are a private, independent company providing assessment and support services for families with a range of needs. We believe that every family deserves the chance to be helped past difficulty.

### **Our underlying principles**

For every placed family we aim to:

1. Ensure the safety and well-being of placed children at all times
2. Treat all placed families with dignity and respect, regardless of background, colour, race, ethnic or national origin, sex, gender, sexuality, lifestyle, marital status or disability.
3. Provide safe, high quality, comfortable, spacious, independent accommodation in which families can best have their needs met, enabling them to feel as at home as possible during their assessment period.
4. Provide individually tailored placement plans, specific to the needs of each family, carrying out observations and interventions in a variety of ways and in a variety of settings. Further to ensure that every family is fully informed of the requirements of a placement, and the exact ways in which those requirements will be met.
5. Communicate with all parties involved in a placement with the highest degree of clarity and simplicity
6. Maintain sufficient staff levels to work through placements plans and to also be available for families at times of difficulty. Further, at all times and with all staff, to carry out our work with the best possible balance of professionalism and empathy.
7. Involve all families in the planning of their placements, keeping them as fully informed as to their progress as possible and ensuring they feel that they are an active participant in the process.
8. Record all information quickly and accurately and to keep that information, whether it is paper-based, digital or CCTV, fully secure.
9. Involve all parties and stakeholders in a process of continuous quality monitoring and service development.
10. Ensure that every staff member is qualified, trained and experienced as appropriate to their role, and fully shares the vision of the company as a whole.



## Our Facilities

Tide House offers 4 fully self-contained flats for placed families and each placed family has exclusive use of one flat. 3 of the flats have 2 bedrooms and the other has 3. Each flat is fully furnished and has a kitchen area, dining area and spacious lounge area with enough play space for children. Each flat has it's own bathroom and all the flats have night storage central heating. Kitchens are equipped with a cooker, microwave, fridge, washing machine, toaster, crockery, cutlery, iron, ironing board, towels and bedding. There are also toys available suitable for babies and children of all ages. We also keep a stock of essential items (such as clothes, bottles, nappies) for initial use in emergency admissions. We are located in the town centre with easy access to all local services.

## Our people

The Registered Provider of the service at Tide House is Inklusis Ltd, of 21 High Street, Bideford, EX39 2AA, a company registered in England and Wales, under number 8231995. Our Ofsted Registration Number is **SC479919**.

Craig Jones is the Company Director and also the Responsible Individual for Ofsted.

The Registered Manager of Tide House is Tia Coleman.

The following is a list of our most senior staff, their background, qualifications, experience and responsibilities within Tide House:

Name	Job Title	Experience/ Qualifications/Training	Responsibilities
<b>Craig Jones</b>	Director	10 years managing residential and community provision for individuals and families with complex needs. Substantial commercial and contractual experience in private and charitable sectors. Trained in Risk Management and Management Supervision.	Responsible Individual for Ofsted. Overall commercial responsibility. Oversight of risk management. Management of senior staff. Overall responsibility for regulatory compliance. Data Protection. Whistleblowing contact.
<b>Tia Coleman</b>	Manager, Lead Assessment Social Worker	Qualified Social Worker.	Day to day running of Tide House. Day to day responsibility for regulatory compliance. Management, planning and oversight of all placements Management of staff (in conjunction with assistant managers). Managing relationships with referring authorities. Day to day assessment recordings. Compiling, authoring and finalising interim and final

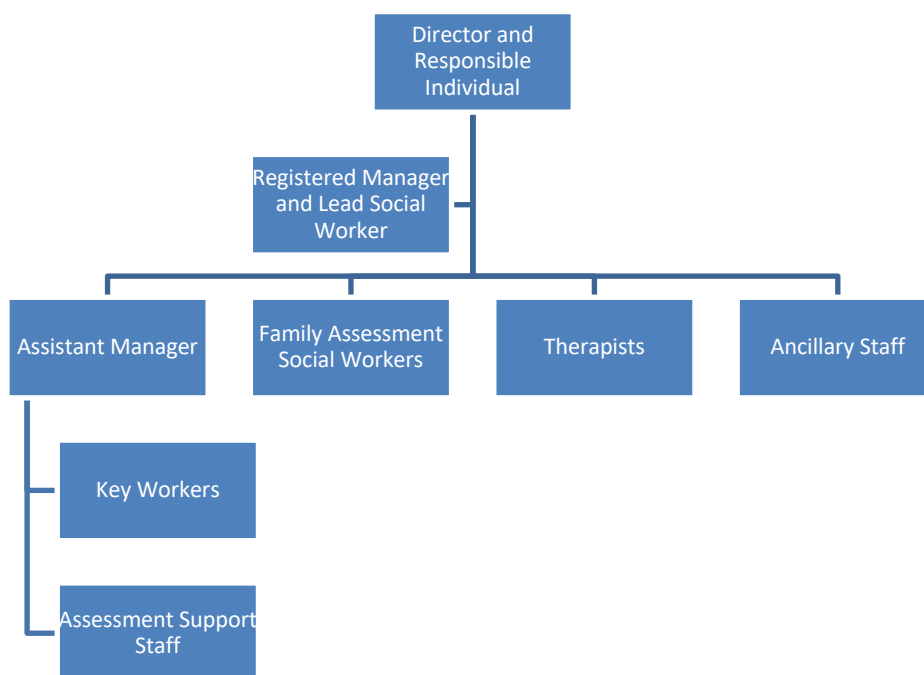
Ofsted Registration Number SC479919

Tide House, Bideford, Devon. EX39 2AA T 01237 237120 F 01237 870141 tidehouse@inklusis.com

Inklusis Ltd, a company registered in England and Wales, under number 8231995

			assessment reports. Attending court to give evidence as required. Whistleblowing contact. Overall safeguarding responsibility.
<b>Charlotte Parker-Hall</b>	Assistant Manager	Foundation in Psychotherapy. Social Science – Philosophy Degree – in progress. BabyCalm and ToddlerCalm Teacher Training Charlotte has worked at Tide House as an Assessment Support Worker, Key Worker, Family and Practitioner and now Assistant Manager.	Assisting the Registered Manager with all operational aspects of the day to day running of Tide House
<b>Vickie Torr</b>	Family Assessment Social Worker	Qualified Social Worker	Undertaking the assessment of families placed at Tide House
<b>Rachael Pickett</b>	Family Assessment Social Worker	Qualified Social Worker	Undertaking the assessment of families placed at Tide House

## Organisational Structure



## Fees and Charges

Our fee for a single parent placement with one child, inclusive of all elements, is £8,428 per week.

## Admission Criteria

We accept placements with one or two parents/care givers with up to 3 children, subject to viability assessment. Children are accepted from birth to 16. We regret that due to the limitations of our premises we cannot accommodate parents or children with substantially impaired mobility. We will accept placements involving a range of complex needs, including those with histories of drug and alcohol misuse (please see our policy on drug and alcohol use, below), relationship difficulties, domestic violence and mental health problems. Please also note that we will not accept placements where a party poses an unassessed risk of sexual offending. Where a party is subject to allegations of such offences, but there has been no finding on the matter, we assess risk and suitability on a case-by-case basis.

## Ethos

Our priority is the safety and well-being of every placed child. Our stated approach of 'Professional Empathy' summarises our understanding of the need to develop a working relationship of trust with placed families, to maximise their engagement with the assessment process. It also makes clear the need for all staff to maintain professional boundaries at all times. Given the relative shortness of residential assessments, one of our main therapeutic interventions is Cognitive Behavioural Therapy, which seeks to allow clients to understand negative meanings that have been attached to past events and develop effective tools to manage day to day without those negativities continuing to cause difficulty.

However, where there is a history of significant trauma, we may also address that trauma with Integrative Counselling, which seeks to enable clients to resolve that trauma.

Each placement is different and we recognise the complexities of the recovery process as well as the time limitations imposed by the assessment process. At all times and in all cases, the needs and well-being of the child(ren) are paramount.

In addition to monthly line management supervision, our therapists have monthly clinical supervision with their own supervisor, to ensure continued reflective and good practice. All Assessment and ancillary staff, whether full or part time, have supervision every six weeks.

## Assessment Process

Our approach to assessment is overwhelmingly evidenced-based. Our unique recordings system is built upon the Government standard structure set out in the document 'Framework for the Assessment of Children in Need'. During a residential assessment a family will have dozens or even hundreds of individual observations recorded that map directly to the individual elements of the 'Parenting Triangle':



During the assessment we build up a clear evidenced base to support the final report and recommendations in which the recorded Observations are given narrative context.



Parents (and children where possible) are fully involved in their assessment process. Weekly Feedbacks are provided which also record parents' comments. Observations are carried out by staff in person or via our modular CCTV system. In addition, each Placement Plan is revised weekly or fortnightly and specific activities set to meet individual needs.

### **Fire and emergency procedures**

Tide House has a fully integrated Fire Detection and Alarm System. Each flat is equipped with appropriate Call Points, Fire Blankets and Extinguishers and every placed family is given one to one emergency instruction upon arrival. The Fire and Emergency Procedures are clearly displayed in each flat and can also be made available in audio format for clients who have reading difficulties. Each Flat is protected by it's own Fire Door and the evacuation routes clearly signed. There are staff permanently on site and our staff training procedures include Fire and Emergency Procedures. The Fire Risk Assessment and Procedure is reviewed and approved annually by the local Fire Officer.

All electrical appliances are PAT tested before use and 6 monthly thereafter, including anything brought to the placement by clients.

### **Complaints**

We have several ways in which complaints can be raised:

1. Complaints Form and Procedure.  
Available from any staff member, provided upon arrival and includes Ofsted contact details and Whistleblowing hotline. This is available in audio format also.
2. Whistleblowing Procedure  
Available from any staff member, provided upon arrival and includes Ofsted contact details and Whistleblowing hotline. This is available in audio format also. States who are the 2 named alternative contacts.
3. Text  
Mobile numbers for Whistleblowing contacts given to clients



## Residential rules

### *Residential Assessment Client License & Parent Placement Agreement*

*Between:*

*Inclusis Limited ('Inclusis') on behalf of Tide House*

*-and-*

*(The Licensee)*

#### General Terms

- 1. This document regulates the legal right of The Licensee to occupy accommodation provided by Inclusis at Tide House, 21 High Street, Bideford, Devon, EX39 2AA for the purpose of a residential parenting assessment*
- 2. Inclusis hereby agrees to provide one self-contained unit of accommodation at Tide House for the duration of a residential parenting assessment, but it is hereby agreed that no tenancy of such accommodation is created and Inclusis reserve the right to allocate an alternative unit of accommodation at Tide House at any time during the assessment. Each unit of accommodation will be fully furnished with the provision of heating, lighting and water by Inclusis without charge to the Licensee*

#### Costs

- 1. The Licensee is responsible for all personal food and day to day living expenses for themselves and family members placed with them as part of the assessment process.*
- 2. Unless otherwise agreed, all costs of the residential process will be met by the placing authority without contribution from The Licensee*

#### Termination

- 1. This License may be terminated generally by either party upon one week's notice.*
- 2. The terms of The Licensee's Placement Plan and the contents of the placing authority's Letter of Instruction are agreed to form part of this License agreement and as such, failure to adhere to the terms of that Plan and Letter of Instruction by The Licensee may result in termination of this License without notice by Inclusis. Further, the License will be terminated if for any reason the assessment of the Licensee, for which they have been placed at Tide House, is ended.*
- 3. Notwithstanding the above, this License may be terminated by Inclusis as a result of the misconduct of The Licensee in line with the specific terms below*

#### *Specific Terms*

Ofsted Registration Number SC479919

Tide House, Bideford, Devon. EX39 2AA T 01237 237120 F 01237 870141 tidehouse@inclusis.com

Inclusis Ltd, a company registered in England and Wales, under number 8231995

1. No illicit drugs or alcohol are allowed upon, or may be consumed on, or off, the premises for any use whatsoever. Random drug and alcohol testing will take place at the staff discretion or as required by the Placement Plan or Letter of Instruction and The Licensee hereby agrees to comply with all drug and alcohol testing requirements. If the Licensee is found to be in possession of illegal drugs this will be reported to the authorities. Possession of illicit drugs or alcohol on the premises renders this License liable to be terminated without notice. Testing positive for an illicit substance, or refusing to comply with a staff request for a drug or alcohol test, will be reported to the relevant Local Authority, will also result in a review of the placement by our Safeguarding Officer and Manager and renders this License liable to terminated without notice.
2. The Licensee must not commit, or allow invited visitors or family members to commit any form of harassment on the grounds of race, colour, religion, sex, sexual orientation, age or disability which may interfere with the peace and comfort of, or cause offence to any other licensee, visitor, staff or neighbour. Any form of behaviour in contravention of this term renders this License liable to be terminated without notice.
3. The Licensee must not commit, or allow invited visitors or family members to commit any act which results in disruption to other Licensees right to peace or to commit any act which results in physical harm to other Licensees, visitors, staff, or neighbours, or to behave in a violent, chaotic, antisocial or abusive way. Violent or threatening behaviour, or behaviour which may be reasonably deemed as causing harassment to any third party renders this License liable to be terminated without notice.
4. Premises are for residential assessment purposes as provided by Inklusis. No business operation, or any illegal or immoral purpose may be carried on in the premises. Breach of this term renders this License liable to be terminated without notice
5. Smoking is not allowed in any part of the building.
6. The Licensee must not make noise or play or allow to be played any radio, TV, record, disc, tape recording or musical instrument between the hours of 22:00 and 07:00hrs, so that it can be heard in other units of accommodation. At all other times volume levels are to be reasonable as deemed by staff.
7. All health, safety and fire instruction given by staff must be adhered to. No conduct likely to put at risk the safety and well-being of staff or other Licensees is allowed. Breach of this term renders this License liable to be terminated without notice.
8. No pets allowed unless authorised by the Manager
9. No inflammables may be brought onto the premises without the express consent of the Manager
10. No alterations may be carried out on the premises or property without authorisation from the Manager
11. No visitors or guests are allowed upon the premises unless specifically agreed in advance with the Manager
12. Any damage caused to a Licensee's room will be deemed to be the responsibility of the Licensee. The reasonable cost of such putting right such damage shall be paid for by the Licensee. The cost of damage to Inklusis, or loss suffered by Inklusis that can be reasonably said to have been caused by the Licensee's actions or negligence shall also be paid for by the Licensee.
13. The Licensee hereby authorises staff to carry out searches of the premises and the Licensee's belongings if such a search is authorised by the Manager and is reasonably deemed necessary to prevent harm or injury or to comply with the law.



14. *The Licensee hereby authorises staff to administer basic healthcare or first aid to themselves or their child(ren) in an emergency or if circumstances reasonably require.*
15. *The Licensee hereby agrees to removing their belongings from Tide House premises within 14 days of the end of their assessment. If they do not do so, Tide House reserves the right to dispose of the belongings in any reasonable manner.*

## Privacy and Dignity

We recognise the importance of respecting privacy and dignity whilst a family is placed at Tide House. We will ensure we do so therefore in the following ways:

1. Only using CCTV where there is a genuine assessment requirement or to meet a high level of risk.
2. Ensuring that families are fully aware of what and where is being recorded and when.
3. Ensuring that families are regularly afforded the chance to see what has been recorded.
4. Treating all parties with respect regardless of their circumstances and in full accordance with our 10 Principles, above.
5. Ensuring continued adherence to our Equality and Diversity Policy.

## Confidentiality Policy

We recognise the importance of maintaining complete confidentiality, given that we access and record highly sensitive and personal information in the course of our work. We therefore ensure the highest level of confidentiality by the following means:

1. Ensuring that all staff members sign a specific Confidentiality clause before they start work for us
2. Making clear to staff, both as part of their induction and in their Contract of Employment, that any breach of confidentiality (defined as any disclosure of Personal or Sensitive information to any person or entity that was not reasonably necessary to carry out employment responsibilities) will be treated as Gross Misconduct and liable to result in dismissal
3. Complying fully with the principles of the General Data Protection Requirements 2018, which stipulate that anyone processing personal data must comply with **Eight Principles** of good practice. These Principles are legally enforceable.

The Principles require that personal information:

- a. Shall be processed fairly and lawfully and in particular, shall not be processed unless specific conditions are met;
- b. Shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes;
- c. Shall be adequate, relevant and not excessive in relation to the purpose or purposes for which it is processed;
- d. Shall be accurate and where necessary, kept up to date;
- e. Shall not be kept for longer than is necessary for that purpose or those purposes;
- f. Shall be processed in accordance with the rights of data subjects under the Act;
- g. Shall be kept secure i.e. protected by an appropriate degree of security;
- h. Shall not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of data protection.

### **Protection of Children and Parents under the age of 18**

Incluis has a robust and detailed Safeguarding Policy and Procedure that is specifically designed to protect children young and vulnerable adults.

In addition, Incluis has built in a system of checks and alerts set out in the section dealing with Complaints, above.

Access to the premises is securely managed by a permanent staff presence

All staff, as part of their Core Training, receive Safeguarding Training which, amongst other things, equips them to be alert for and act upon signs of abuse.

Tide House also has robust Health and Safety, Fire and Emergency Procedures to minimise risks of accidental harm.

Futhermore, the service has developed a multi-level approach to the effective, forensic management of risk.