



**Date of update:
August 2023**

Statement of Purpose

**Registration Number:
2572552**

ACCOMMODATION

**DIVERSE
INCLUSIVE
ACCEPTING
WELCOMING
SAFE SPACE
FOR EVERYONE**

Chapters is a three bedroomed detached house, set in the popular residential area of Whipton, Exeter. As well as the indoor space we have a front and rear garden and a garage, the rear garden offers a private and relaxing space to relax.

A safe location review has been carried out of the area to ensure the home is appropriately and suitably located, this review is an important part of our placement matching process to ensure we can safely and effectively meet the needs of the young person. This is reviewed regularly in conjunction with Devon and Cornwall Police to ensure our knowledge of the local area remains current.

The young person has their own bedroom and is encouraged to personalise this with their own style using posters etc to encourage individual expression and a sense of permanence. The team will always respect privacy as far as possible, by knocking before entering however it is recognised that this is not always appropriate when there are concerns for a young person's welfare.

Chapters is decorated to a high standard and the young person is encouraged to have input into the soft furnishings and décor of the home as appropriate to ensure it feels like their home. Where appropriate, young people are encouraged to support with painting and decorating to promote a sense of ownership and investment however this is based on their age and capability.

We have door alarms fitted to the external doors of the house, this is intended to help everyone to feel safe and secure in their home and is subject to ongoing monitoring and review.



LOCATION

- We are near various attractions such as Crealy, iBounce, Paignton Zoo, beaches, parks and Dartmoor National Park, perfect for exploring.
- Transport – We have various access to transport links; we are near to Exeter City Centre and close to local bus routes.
- Close to local shops and Exeter City Centre.
- Local gyms, bowling, swimming pools and Schools are also in close proximity to the home.

QUALITY AND PURPOSE OF CARE

OUR VISION

Chapters is a young persons home and every effort is made for it to feel like a safe and supportive place to be. We, the team do not profess to be therapists or psychologists but we are all individuals with life experience that aspire to be positive, nurturing role models to the young person we support.

We recognise that every young person has their own story and that we are meeting them for a short period of time on their journey, we don't expect young people to retell their story over and over again instead we offer support and guidance to help them to change the direction of their future and as far as possible to accept their past.

We, as a team around the young person, attentive, consistent and predictable support but we don't propose to be carbon copies of one another, we instead ensure that they feel safe in the knowledge that everyone will follow the same rules and boundaries but this won't always be approached in the same way as like the young people, everyone is different. We understand that people's needs change over time and that in order to provide effective support we need to be adaptable and flexible in our approach.

We don't use reward charts, points or incentive systems as a standard, instead we encourage the young people to experience real life lessons, relative to the action, both good and bad and try to make every challenging situation an opportunity for learning.

We are ambitious for our young people and want to achieve the best possible outcomes but we also know that we have to be realistic, listen to what they want and recognise that our role is to support them to achieve this and not to dictate what success should look like.

We recognise the importance and power of language and its ability to be a barrier, we talk to young people, like young people, understanding their communication and not using words that reinforce the concept of being in care. Our young people know they are in care but they do not need to refer to their home as a 'placement' it is their home, for however long they stay. Young people spend time with their families and their friends, they do not have 'contact,' they make mistakes and experiences the consequences of these, they do not have 'sanctions,' we want our young people to feel part of a family home and not to experience constant reminders that they are 'in care.'





QUALITY AND PURPOSE OF CARE OUR VISION

We make every effort to make the young person's friends and family feel welcome at the house, building and maintaining positive relationships.

We are not afraid to get things wrong and to admit fault, this is all part of being a positive role model and above all a human being, we recognise and emphasise that we are not defined by our mistakes and that these can be the best way for us to learn.

We, as a team strive to be the best 'parents' for the young people that we can be, whilst everyone's perception of 'positive parenting' is different this concept is based on making judgements that are solely in the best interests of the young people and not influenced by marital, financial or emotional issues.

Our fundamental belief is that the strength of the relationships formed with young people is the key to the effectiveness of their support, only relationships that are based on trust and respect can facilitate change. With this in mind we recognise that this only happens over time and the young people need to see that we are consistent, committed, trust worthy and above all able to keep them safe even in the face of adversity.

We want our young people to feel safe and supported in a loving environment, we recognise that the meaning of 'love' may not be positive for our young people however we also know that in order to feel loved our young people need to feel listened to, supported and to be accepted for who they are.

We, at Chapters believe in the power of the journey.

Natalie Pink – Registered Manager

**Keeping
children safe
is everyone's
responsibility**



Safeguarding our Young People

The welfare of the young person is paramount- Partnership working is key - provide protection for the young people we support - All staff effectively trained- Valuing, listening to and respecting our young people

The safety and welfare of our young people is paramount, as an organisation IDEM recognises its responsibility to safeguard the welfare of all of our young people, by a commitment to practice which is effective in protecting them. We work closely with other agencies including LADO with regards to the resolution of child protection issues and the investigation of allegations against anyone working for IDEM.

The team at Chapters undertake training in safeguarding/child protection and have access IDEM's policies and procedures, these can also be made available to external others upon request. The team are also familiar with the local protocols and procedures of the protection of children at <https://www.proceduresonline.com/swcpp/devon/index.html>

IDEM Living has the following structure:

Designated Safeguarding Lead – Julie Wright

Responsible Individual/Head of Children's Services

Julie holds appropriate qualifications in Leadership and Management and Safeguarding Management.

Julie is responsible for receiving concerns about the safety and welfare of our young people, making decisions about what action needs to be taken and contacting and liaising with appropriate external agencies.

Any allegation of abuse made against a member of staff will be reported to the Local Authority Designated Officer (LADO) and full cooperation will be given towards any enquiries/investigation.

All serious incidents involving the protection of children are notified to Ofsted.

WISHES AND FEELINGS

All young people receive personalized care and support that promotes all aspects of their individual identity and encourages them to achieve their potential

At Chapters we tailor our processes to meet the individual understanding and communications needs of the young person, we also recognise that their preferences surrounding language and communication are an integral part of their plans, to ensure that their voice is heard. Where require we also work alongside speech and language specialists to work with any barriers to communication.

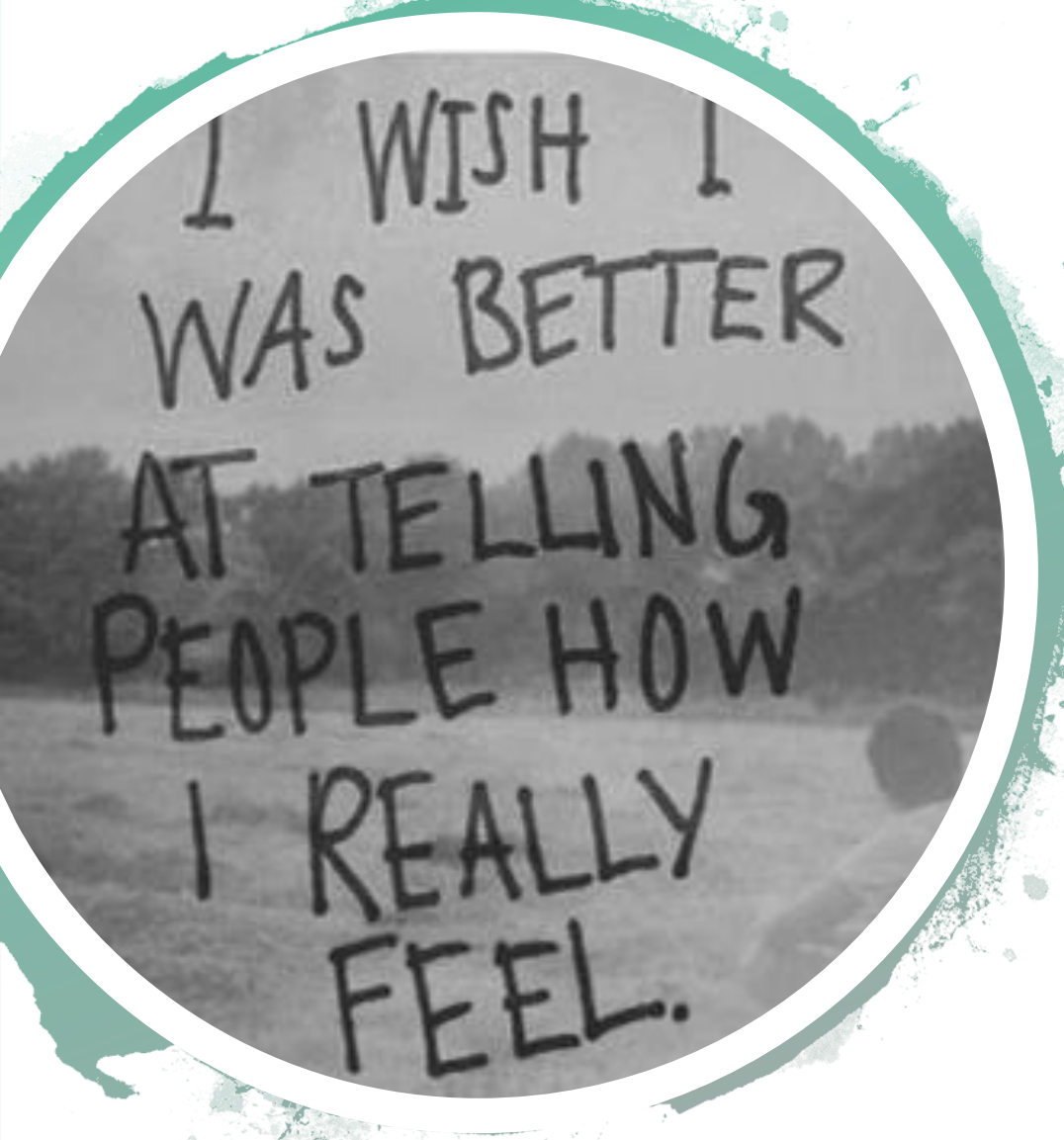
Young people are invited to join in regular house meetings at Chapters if it is felt right for them to do so, these are separate from team meetings and the young person is encouraged to take the lead in these meetings in an age/stage appropriate manner. The meetings are informal and relaxed to encourage the young person to feel comfortable in expressing their views, issues or concerns. As far as possible the young person is encouraged to choose a day/time that works best for them. Young People are given the option to name the meeting as it is recognised that a 'house meeting' may encourage connotations of living in care, all suggestions are welcomed and for some young people 'family meetings' is a preferred term. The meeting provides an opportunity to review any recent challenges that may have arisen and collectively explore ways to improve/expand on the support that the young persons receives, make plans and suggestions about their home. If the young person prefers not to attend a meeting, they can share their views/requests with a member of their team to raise on their behalf in a team meeting. The young people may also choose to have a regular 'catch up' with Natalie, the format and frequency of this is bespoke to the individual.

The team encourage young people to take part in Planning Meetings and Statutory Reviews and to recognise the importance and the impact of their voice, the team will support the young people to prepare for these meetings, and ensure their views are expressed. The young people are always encouraged to have an Independent Advocate.

As a team we recognise the importance of reflection, following any incident a member of the team will always sit down with the young person to gain their opinion of what happened and why, explain why they took the action they did and discuss ways to move forward for resolution.

If a young person wishes to talk to someone outside of the home, it can be arranged for them to meet with the Responsible Individual/Head of Children's Services, Julie Wright. The young person is able to ring their Social at their request, with either the house mobile or their personal mobile depending on their plans at that time.

IDEM Living values diversity and takes a proactive approach to equality, taking seriously our responsibilities to promote equality



- We recognise the importance of maintaining positive relationships with family and friends and as far as possible we encourage our young people to experience positive and mutually respectful relationships with their significant others.
- We recognise that sometimes family relationships may be difficult for the young person and endeavour to work with both parties, based on the wishes of the young person and in respect of any pre agreed limitations on this.
- Family and friends are welcome to visit the young person at home providing this is an agreed part of their plan, the team will always seek to encourage family and friends to feel relaxed and comfortable and for time spent together to be positive.



FRIENDS
AND
FAMILY



Family + Friends



Celebrating Diversity

At Chapters we recognize and embrace how important religion can be as part of a young person's identity, resilience and sense of belonging. We welcome all young people into our home and believe that diversity is to be respected and celebrated.

The team can support the young person to attend their chosen place of worship and engage with cultural calendars and traditions.

Devon has a multi-cultural population and provides community opportunities to meet many cultural/linguistic needs.



Young people placed at Chapters are 'looked after children' by the Local Authority who have their own complaints procedure; this can be accessed through the young person's Social Worker. IDEM Livings procedures are not intended to replace these.

Young People will be given a Children's Guide when the move into their new home, tailored to their individual understanding, with details of what to do if they are unhappy about their care and want to complain.

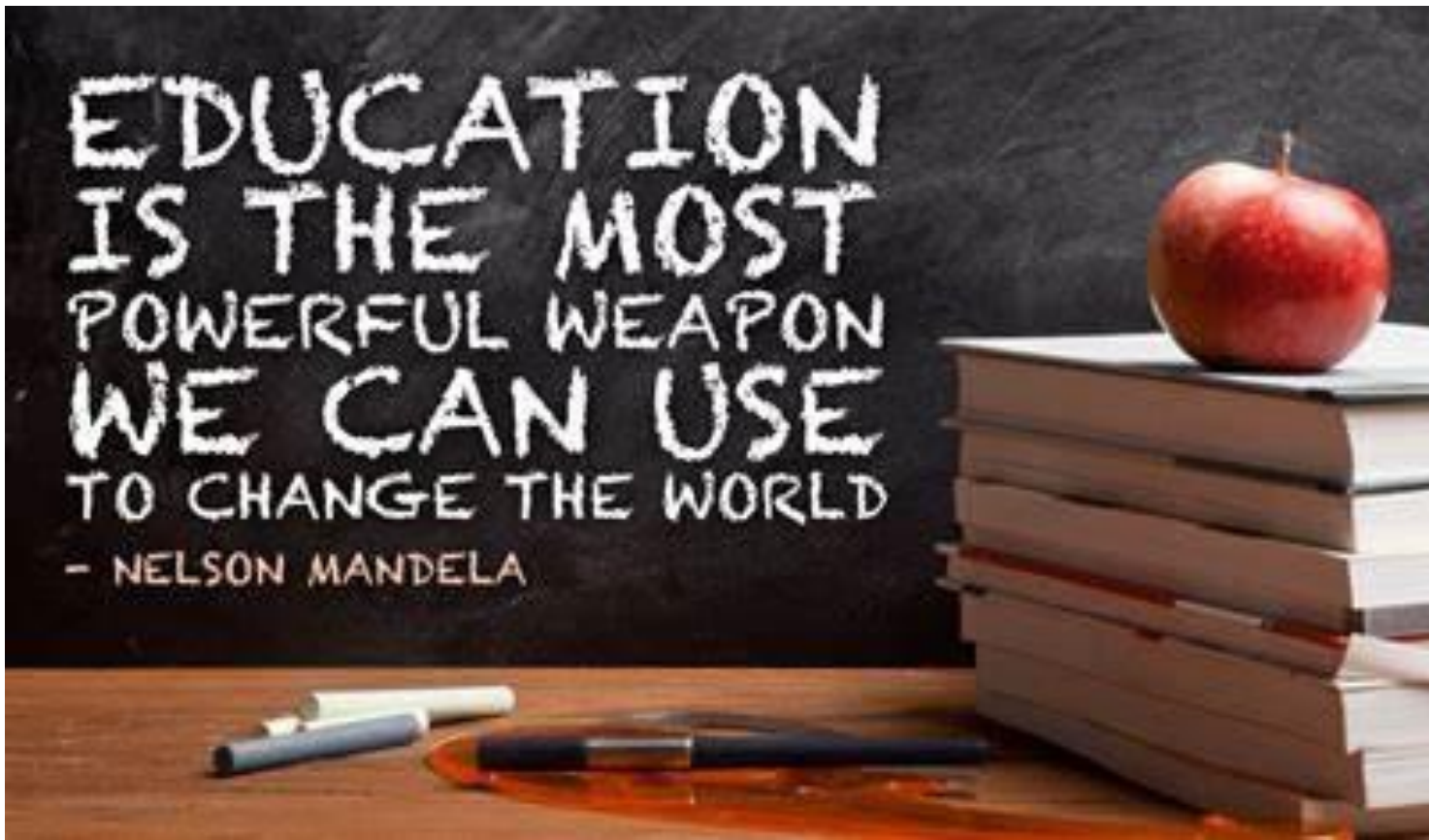
Parents, families, staff, professionals, members of the public and any others involved with the young people we care for have the right to make a complaint. We, as an organisation are always willing to listen and aim to resolve any concerns about our home or the team quickly and efficiently. We welcome all feedback whether positive or negative and as far as possible use this as a means to continuously improve and develop ourselves as a team and generally as a service.

Any individual who wishes to make a complaint should never be subject to reprisal and any such action will be treated as serious misconduct through the company disciplinary procedures.

Complaints should be passed to Natalie Pink-Hines or Julie Wright whom will decide the most appropriate way to deal with it.

A record of the complaint must be kept in the home's complaints records, to include the action taken and the outcome. OFSTED may be contacted at any stage during the complaints process.

IDEM Living's Complaints Policy is available at the request of any person, body or organization involved in the care or protection of a young person living at Chapters.



We recognise that education is a basic right for all young people and can be the key to vastly improving their life chances, education is deemed an integral part of any young person's life. The team at Chapters are committed to supporting young people with their education and to ensure they have appropriate, effective Personal Education Plans (PEPS) that recognise their support needs and are aspirational towards achieving their academic potential.

At Chapters we recognise that many young people in the care of the Local Authority experience difficulty in receiving consistent education that prepares them for their GCSE's.

If continuing with an existing Education provision is not an option, Natalie and the team will liaise with the Social Worker, Virtual school and any other educational professional prior to the young person moving in to help identify a provision or plan for them and as far as possible reduce further disruptions.

Mainstream Education

For young people who attend mainstream education or college, the team provide support to achieve good attendance levels and to complete the work set by the school. The team liaise closely with Teachers to ensure good communication between the school and home. The team offer practical support by taking young people to and from education or supporting them to develop confidence using public transport, assisting with homework, providing equipment and stationary. The team also seek to provide emotional support to young people if they are struggling to cope with school life.

Alternative Education

As a team we recognise that mainstream schools aren't always a viable option for all young people, irrespective of the provision the team will provide the same help and support given to those who attend mainstream education in order to achieve good attendance levels and to complete the work set.

We are ambitious for the young people we support academically, socially and emotionally, we seek to incorporate life skills into the young person's daily routine with a view to build confidence, find new ways of thinking and problem solving.

Health



Healthy Body

+



Healthy Mind

=



Happy Human

Looking after our mental health and emotional wellbeing is just as important as caring for our physical health.

The team play an active role in promoting all aspects of the young person's health by encouraging and empowering them to take pride and responsibility over their hygiene, personal care, exercise, diet and activities in accordance with their age and individual development.

Any specific health needs are identified within the young persons health plan, during the initial conversations and matching assessments these are discussed to ensure that the team can effectively meet their needs.

All young people are registered with local Primary Healthcare services within a timely manner. If the young person's previous GP or Dentist is local, they will continue to use them to encourage confidence in the service and consistency for the young person.

Comprehensive health records are maintained and monitoring is in place to ensure all health appointments are up to date and that the young person is consulted about proposed medical appointments/treatment and their consent is sought. We recognise that medical appointments can be a source of anxiety for many young people, the team will work with the young person and where necessary develop bespoke practices to ensure that any anxieties did not impact on their physical wellbeing. The team will ensure each young person has received an up to date Statutory Medical assessment and that dental care, eye care and immunisations are also up to date.

Prescribed and non-prescribed medications are stored safely appropriately at Chapters, accurate records of medications and their administration are kept and regular audits take place.

As an Organisation IDEM Living has established links with local healthcare and therapeutic services such as Y-Smart (drug and alcohol services for young people), sexual health clinics, CAMHS and LAC nurses and can access these services for young people if appropriate.

The team at Chapters discourage smoking and the home (internal) is non-smoking/vaping. Young people who smoke are encouraged and supported to give up and information is provided on where they can get appropriate, specialist support to achieve this. If a young person continues to chose to smoke/vape a designated area is identified in the garden and the young person is advised that the team will not support them to smoke in anyway i.e. use of money, lifts to obtain tobacco etc.

We encourage young people to eat a healthy, balanced diet and to have a positive relationship with food, young people are involved in planning the meals for the week and developing their cooking skills in an age/stage appropriate manner. We recognise the importance of preparing our young people for their future and when it is felt to be appropriate we actively encourage them to start working with a realistic food budget and developing their skills towards shopping and budgeting.



Healthy life

- eat healthy
- exercises
- reduce stress

Missing from home

At Chapters, we work proactively with our young people to minimize the risk of them going missing and adopt an open approach towards discussing the risks and dangers they may experience if they leave the home without permission. The protocol to be followed is bespoke to the individual based on the perceived level of risk and is agreed with the young person's Social Worker prior to them moving in and is subject to regular review.

If a young person leaves the place they are required to be without agreement, the team will endeavor to keep them in sight and offer reassurance that they are there to talk to. If staff lose sight of the young person or they have gone missing elsewhere (e.g. from school, family/ relative visits) the team will follow the agreed procedures in place that reflect the levels of risk identified and do not encourage disproportionate contact with the Police. The team will always actively search for a young person who has gone missing and will work with police where appropriate.

Whenever a young person goes missing the following individuals and agencies are informed within the timescales set out in the missing From Home document (MFH) Protocols irrespective of the legal status of the young person:

- Devon and Cornwall Police
- Natalie Pink-Hines (Registered Manager)
- Placing Authority (via EDT if out of hours)
- Julie Wright – Responsible Individual/Head of Children's Services or Rob Gillespie (Managing Director)
- Parents and any other persons with parental responsibility unless there are good reasons connected with the young person's welfare for this to be deemed inappropriate (this is agreed in the Placement Planning meeting)

Where young people go missing who are placed out of their local authority area the local RMFHC protocol will be followed in conjunction with any other processes that are specified in the RMFHC policy of the local authority that has placed the child.

We recognise the possibility that young people may return to their home area, so it is essential that the necessary liaison between the police and professionals in the area of placement, and in the responsible authority is well managed and coordinated, so that issues of logistics and/or distance do not delay or interfere in the actions of planning to locate the young person. At Chapters we have established relationships with the local Missing Team.



Returning home

Welcome
home
♥

Young People will always be welcomed home irrespective of the circumstances of their absence, we do not punish young people for going missing instead we look at ourselves and what we can do in recognition of their struggles, how can we be the bigger pull factor..

The team will contact the Police, Natalie, Social Worker/Placing Authority and parents (if appropriate) to inform them of a young persons return.

The young person will be given the opportunity to discuss the reasons they were absent with the member of team at home and Natalie will also speak with the young person. The young person's placement plan will be updated to help identify issues external to the placement that are trigger factors in a young person going missing so strategies can be put in place to reduce the likelihood of the young person missing from home.

A missing person's record will be completed and sent to the young person's Social Worker .

A Police Safe and Well Check is carried out as soon as possible after the young person has returned home. It is the responsibility of the Placing Authority to identify an independent organization/body to complete return home interviews within 72hrs of the young person returning to the placement. The purpose of the interview is to identify and deal with any harm the young may have suffered, including harm that might not have already been disclosed as part of the Police Safe and Well Check, to understand and try to address the reasons why they ran away, to try to prevent it happening again by seeking to identify any factors that may push or pull the young person away from their home.

Natalie will liaise with the appropriate professionals regarding any disclosures made by the young person, this may include medical professionals if appropriate.



Enjoyment and Achievement

At Chapters we recognise that daily life for young people should be stimulating and meaningful with an appropriate amount of structure and opportunities for social, intellectual, vocational and personal enrichment. The team encourage young people to broaden their interests and social skills through accessing their local community. The level of supervision required is always subject to ongoing assessment of risk and consultation.

As a team we strive to ensure that emphasis is placed upon encouraging a normalised childhood experience for young people and ensuring that they do not endure unnecessary restrictions due to being in care.

Young people are encouraged and supported to maintain an appropriate balance between structured and unstructured time within their daily life, to pursue relationships, hobbies/interests and to develop appropriate skills towards self occupying.

All activities are subject to risk assessment however every possible step is taken to ensure that young people have the same opportunities as their peers. Young people are encouraged to have an active lifestyle, a variety of interests and to gain a sense of mastery over the things that they enjoy doing.

The team at Chapters are always keen to plan adventures with young people and welcome suggestions for bigger trips such as theme parks etc, where possible young people are encouraged to invite their friends to create shared memories.

Promoting Positive Behaviour – Positive Behavioural Support



At Chapters we:

- Encourage trusting, mutually respectful relationships, role model and embrace play, laughter and fun.
- Use therapeutic approaches to support young people to learn and develop.
- Listen to and empathize with young people, respect their thoughts and feelings and take their wishes into consideration.
- Encourage a sense of togetherness, consideration of others and compromise
- Look for things that are going well, or any step in the right direction, and give an immediate positive response.
- Focus on the positives and collectively challenge the negatives.
- Encourage young people to be part of the decision-making processes that affects their lives and environment.
- Encourage young people to become involved in their wider community.

At IDEM Living our behaviour management focuses on promoting positive behaviour, this includes, praise and celebration of achievement.

We work together to provide a nurturing and positive environment within which young people can thrive. A consistent approach to promoting positive behaviour is adopted at all times and effective strategies in place to encourage young people to make positive choices.

LIFE LESSONS



At Chapters we don't use reward charts, points or incentive systems as a standard, instead we encourage young people to experience real life lessons, relative to the action, both good and bad and try to make every challenging situation an opportunity for learning.

We believe that young people need structure and realistic responses to help prepare them for later life.

POSITIVE INTERVENTION

We recognize that at times young people can find it difficult to express themselves verbally and this may be communicated through behaviour. Even when there are robust support plans in place there may be times when challenging behaviours occur, as far as possible the team will seek to provide proactive support and de-escalation however we recognise that there are times when reactive strategies and physical intervention may be needed in order to keep young people safe.

The team at Chapters recognise the importance of understanding what physical contact means to each young person and what contact has proved supportive along with those which should be avoided if possible, this is something that is discussed with the young person and the people in their support network before and throughout their time with us.

Sometimes we may make temporary adaptations within our home to reduce the risk of harm and minimize the need for physical intervention. This may include the removal or rearrangement of furniture/household items or the implementation of a safe place for the young person to go if they need space to calm down.





The team around the Young person

Young people are supported by staff 24 hours a day, for any young person this will always initially be on a 2:1 basis. The team hold a variety of expertise, this is balanced in the pairings and carefully matched to the needs of the young person, this includes both relative experience and transferrable skills. The team consists of a Manager, Deputy Manager and Residential Childcare Workers, at Chapters we encourage young people to have a gender balanced team however we recognise that at this time in their life this may not always be appropriate, this will be subject to continual review.

The team at Chapters are recruited through safer recruitment practices, during the first six months of employment they will work with an induction programme comprising formal training, working alongside experienced team members and receiving supervision, the team member will be 'signed off' when it is mutually agreed that they are ready for this and have demonstrated appropriate confidence, competence and a sound understanding of best practice.

The team undertake mandatory training and regular refresher courses, further training is sourced if required based on the individual needs of the young person and Natalie will always seek to support staff to identify learning opportunities for their continuous professional development.

The team will all have an appropriate qualification in Residential childcare or equivalent, within 2 years of working within a residential childcare setting. Staff that don't already hold a relevant qualification will commence the Diploma in Residential Childcare Level 3 within 6 months of commencing employment at IDEM Living. All staff are made aware that this Qualification is compulsory.

All team members receive formal supervision by Natalie or Charlotte fortnightly or monthly depending on their time in the team, Natalie receives formal supervision by Julie Wright.

Each staff member also receives an annual appraisal which is conducted by Natalie, Charlotte or Julie, prior to the appraisal Natalie will invite the appraisee to identify people to comment, this will also be shared with Senior Management to provide feedback, this forms an important part of our 360° appraisal. The appraisal system encourages staff development areas to be identified and addressed, with a clear plan of what is required for them to achieve this.



Care Planning with and for our Young People



Chapters is a home for one young person, at Chapters we look after young people with emotional and/or behavioural difficulties and/or Learning Disabilities to provide individualised care to meet their needs, we support males and females including young people who choose not to identify with a specific gender aged between 0 and 18 years old.

As an Organization IDEM Living receives referrals from a multitude of Placing Authorities detailing the needs and intended outcomes for a young person. Part of the matching process includes the Management team liaising with the PBS Lead and the team to ensure we feel that we can effectively meet the needs of the young person.

During the initial stages of a prospective placement Natalie will make contact with the young person's Social Worker to learn more about the young person's strengths, needs and challenges and seek to gain perspectives from other agencies working with the young person where possible in addition to the young persons records. All of the information received is reviewed in consideration of the teams experience, training, the home environment and wider community to ensure that we make the right choice for the young person.

If it is felt that we can meet the needs of the young persons journey a formal offer will be made and a placement start date agreed subject to receiving current and relevant plans for the young person. A placement planning meeting will also be arranged between Natalie and the Social Worker. The plans, aims and agreements for the young will be discussed during this meeting along with covering all aspects of life at Chapters.

Plan to Protect™

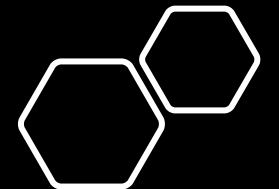
MY PLAN, MY LIFE

Transition:

Prior to a young person moving into Chapters a robust, effective transition plan, appropriate to their age and stage should be agreed to ensure the young person is given every opportunity to feel comfortable and positive about this next step in their life, where possible this should include meeting the young person, visiting their current placement, the young person visiting Chapters and meeting the team and where appropriate the other young person. If felt beneficial a meal or overnight stay will be arranged. We also strive to provide the best possible support towards young people moving on and to prepare them emotionally, physically and socially for the next chapter in their life.

Emergency Admissions:

IDEM Living recognises the importance of planned moves for young people and will aim to achieve this on each occasion. However, it is also recognised that occasionally an emergency situation may arise. In these circumstances referrals will only be accepted if it felt that we can meet the needs of the young person. All relevant information must be obtained and a planning meeting held as a matter of priority, to ensure the placement is right for the young person.



Natalie Pink- Hines – Registered Manager

Natalie joined IDEM Living in August 2021, Natalie has extensive experience in supporting young people and adults with challenging behaviours/complex needs including mental health, Autism, sexualised behaviour, substance abuse, child abuse and complex trauma. Natalie has worked within a multitude of provisions including mainstream school, specialist schools and residential care.

Natalie has worked within the Health and Social Care Sector for 20 years and has been a Registered Manager or solo/dual Children's Homes for the past 9 years, prior to this she set up and managed a Supported Living and Domiciliary Care Agency for adults with complex needs.

Natalie is especially interested in the psychology and functional analysis of behaviour, Natalie is passionate towards working with young people and supporting their social and emotional development. Natalie is creative in her working practices and always strive to empower the people she supports giving them the best possible chances for their future.

Qualifications

- NVQ L4 Leadership and Management for Care Services
- NVQ L2 Health and Social Care
- LDAF Foundation and Induction
- NCFE L2 Working with Mental Health
- Certificate in Social Sciences
- L2 Travel Training
- CSE Champion training
- L2 Understand Children and Young People's Mental Health



Charlotte Dempster— Deputy Manager

Charlotte joined IDEM Living in March 2023. Charlotte has worked within the Health and Social Care Sector for 6 years and has previous experience in supporting young people in residential settings, this was primarily in CSE homes and has also worked with young people aged 16+ in semi-independent settings supporting them with steps towards full independence. As well as this Charlotte has experience with supporting adults who have learning disabilities, working in the community supporting elderly in their own homes and has also worked 1-1 with dementia patients.

Qualifications

- NVQ L3 Children in Residential Care
- People, Work and Society – Access Course
- All relevant role training; CSE, CCE, Safeguarding, Therapeutic Parenting, PACE, County Lines, Substance Misuse, Physical Interventions, First Aid, Fire Safety and many more.



Rebecca— Residential Support Worker

Rebecca joined IDEM in May 2021, Rebecca has a lot of experience supporting young people, primarily 15+ years presenting with challenging behaviours in a variety of provisions including residential care, secure unit and independent living.

Qualifications

- BA Education, Development and Society
- Foundation Degree in Psychology/Sociology
- BTEC Youth Work/Youth Justice

Mandatory training includes; child protection, first aid, health and safety, manual handling, food hygiene, fire safety, administering medication and MAPA.

Additional training: criminal exploitation and county lines, radicalization and extremism and transgender awareness.



Hannah Morey— Residential Support Worker

Hannah joined IDEM Living in November 2020, Hannah has previously worked with Adults with Learning Disabilities and/or challenging behaviours. Over the past few years Hannah has transitioned over to working with children and young people with complex needs and find this extremely rewarding.

Qualifications

Diploma L5 in Leadership and Management

Mandatory training includes; first aid, child protection, health and safety, manual handling, food hygiene, fire safety, CSE, administering medication and MAPA.

Additional training includes; criminal exploitation and county lines, safer recruitment, Advanced level attachment and bonding, epilepsy awareness, PTSD, radicalization and extremism



Bev Cavanagh— Team Leader

Bev joined IDEM in September 2020, Bev has over 30 years experience and has worked in a variety of different provisions supporting a range of age groups with a spectrum of needs including; challenging behaviours, substance addictions, mental health and challenging behaviours. Bev has spent 5 years working in Children's homes in addition to time spent working as a Domestic Violence Advocate and 10 years as a Community Placement Officer.

Qualifications

Mandatory training includes; first aid, child protection, health and safety, manual handling, food hygiene, fire safety, CSE, administering medication and MAPA.

Additional training: criminal exploitation and county lines, radicalization and extremism and self injury.



Matt Spencer— Residential Support Worker

Matt joined IDEM in March 2022, Prior to joining IDEM Matt was a Team Leader of a Children's Home working with young people whom have experienced trauma and display challenging behaviours. Prior to working with children Matt worked as an entertainer and is extremely creative in finding different ways to engage young people.

Qualifications

Mandatory training includes; first aid, child protection, health and safety, manual handling, food hygiene, fire safety, CSE, administering medication and CPI.

Additional training: self injury, substance misuse and positive behaviour support.



Pru Jeffers— Residential Support Worker

Pru joined IDEM in December 2022, Prior to joining IDEM Pru worked as a Specialist Support Worker for the BHCA supporting individuals who are homeless or at risk of homelessness with all aspects of managing their daily lives and supporting recovery.

Qualifications

Mandatory training includes; first aid, child protection,, food hygiene, fire safety, COVID, administering medication and CPI.

Specialist training includes: suicide awareness and Mental Health First Aid.



Nicole Berry— Residential Support Worker (bank)

Nicole has over 25 years of experience working with children and families within residential, community settings and schools as a frontline worker through to managing the Lifelong Links Service in Devon. Nicole started her career in Checkpoint as a Counsellor for children/young people, working therapeutically in a one to one setting. Nicole then worked for 15 years in Torbay Childrens Services chairing and facilitating highly complex Family Group Conferences. She has extensive experience advocating and mediating for difficult to engage vulnerable children and adults, including working in several prisons with offenders, ensuring they are involved in decisions regarding the care of their children.

Qualifications

- Post Grad co ordinating family group conferences
- Diploma L3 Counselling
- Core Mediation skills

Mandatory training includes; safeguarding, medication, infection control





Rob Gillespie – Managing Director

- Rob has worked in Social Care of over 37 years with both Children and Adults who have learning disabilities and, or Autism. Rob is passionate about improving the lives of our young people and creating high quality homes within which our young people can thrive.

Julie Wright – Responsible Individual and Head of Children’s Services

Julie has 22 years experience of working within Health and Social Care with Children and young people, families, adults with learning disabilities and mental health including 5 years as a Safeguarding Social Worker. Julie has been with IDEM for 9 years and is extremely dedicated to our young people.





Mark Brazier

Regulation 44 Visitor

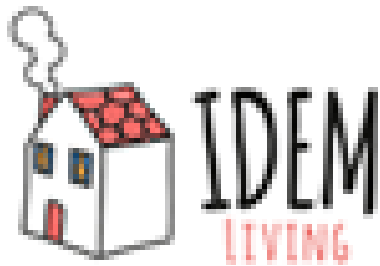
Mark Brazier carries out the monthly Regulation 44 visits at Chapters. Mark has supported Children's Homes in various roles over the past 15 years and therefore brings a wealth of knowledge and experience to the role. Mark provides impartiality and is passionate about supporting young people to achieve the highest standards of support.

Mark is also passionate about anything to do with the ocean, especially swimming, snorkeling and canoeing.

As part of the monitoring process, Mark will talk young people, their family (as appropriate), team members and each young person's Social Worker to gain a holistic perspective of life at Chapters.

Mark provides a written report on his findings, with recommendations for improving the quality of the service, this is shared with Natalie, Julie, Social Workers and Ofsted.

Any Questions
please contact
us:



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IDEM Living

6 Stable Court

Water Lane

L35 1RD

Email:

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Rob.Gillespie@idemliving.org

Responsible Individual/Head of
Children's Services: Julie Wright

Julie.Wright@idemliving.org

Registered Manager

Natalie.Pink@idemliving.org