

SOARING HEIGHTS CARE CHILDREN'S HOME



STATEMENT OF PURPOSE

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Introduction and Welcome

Welcome to Soaring Heights Care Children's Home Statement of Purpose.

This document is produced in accordance with Schedule One of the Children's Homes (England) Regulation 2015.

This document is reviewed on a regular basis and agreed by the home's Registered Manager and Responsible Individual/Director.

If you have any other questions that are not answered in this document, please free to contact the Director of the service.

Registered Manager: Rukiye Akkas
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Quality and Purpose of Care

- A statement of the range of needs of the Children whom we provide care and accommodation

Throughout this document, we use the term 'child' or 'children' to refer to children and young people.

All children who are looked after at Soaring Heights Care Children's Home have emotional behavioural difficulties and/or mild learning disabilities.

The children may have a range of behavioural needs and mild learning disabilities such as dyslexia, attention deficit hyperactivity disorder, mild autism, obsessive-compulsive disorder, attention deficit disorder, oppositional defiant disorder or other mild learning disabilities that the home may be able to support with.

We offer medium and long-term placements as well as transition to adulthood.

We can offer guidance and support for children's own family or other services to ensure continuity and increase the chances of placement stability and positive outcomes for each individual child.

Quality and Purpose of Care

1.1 Ethos and Values of the Home

We use the principals of the PACE model and Hands and Heart model to support the children in the home on a day to day practise. In summary we us these models to ensure we treat every child with dignity, respect and acknowledge their individuality and ability.

We seek to promote their indivuidla welfare by safeguarding them and providing social inclusion through;

- Individualised and child-centred care
- The home's staff are recruited and trained appropritently to meet the needs of each child
- Using the home's suitability assessment to ensure we are able to meet child's individual needs prior to moving to the home
- Reward systems
- Being a **no sanction** home and instead using restorative work to support with children's individual development and learning
- Promoting positive relationships within the home and the local community
- Working in partnership with placing authorities, local authority, parents and other relevant people
- Internal monitoring systems of complaints, incidents and statutory plans
- Monthly Reports shared with social care and parents if apporiate
- Using Positive Behaviour Support to promote emotional development and management

Our aim is;

- To safeguard and promote children's physical, mental and emotional wellbeing and welfare
- To ensure all statuary relevant plans are up to date and reflect each child's invidiual needs, ability and progress
- To work in partnership with relevant agencies, the child and their significant others by constructing Individual Care Plans with identified aims, objectivties, goals and timescales.
- To support children to understand their rights
- To encourage community participation so that children grown to become responsible individuals of society
- To empower children to achieve their goals and achieve their potential
- To provide a wraparound service to the children by multi-agency working
- To promote contact with each child's family and significant others by providing support if appropriate
- To create a family like enviorment within home where children feel supported, respected and happy.
- We aspire to meet and exceed the Quality Standards for Children's Homes.

We have policies and procedures which support this Statement of Purpose and act as a guidance for the residential team. These policy and procedures are reviewed and available to any stakeholder on request.

We aim to work in partnership with children, their families and placing authorities to enable the child to maximise their potential within a family like environment.

All children prior to moving to the home will be provided with a copy of the home's Children Guide, this reflects our core values regarding supporting children especially their rights. This can be provided in widget format to ensure the child is able to understand how we can support them as an indivudal.

The home's Registered Manager has developed internal development plans and mointioring systems for the home to ensure the continual improvement of the home and the consistent arising insperations we have for our children.

As a whole, we aim to provide safe, nuturing home where children are valued, respected and flourish. We support and encourage children to actively take part in their relevant plans and meetings to ensure their voices are heard. We ensure the home uses their internal admission process forms, admission chronologies and suitability assessment to ensure that we reduce the chances of placement breakdown.

1.2 Description of the Home

The home is registered with Ofsted for up to 3 children for medium and long term care and support.

The age range of the children we place is 8-18 years. We would always consider age as a part of our suitability assessment with other children at the home to ensure there is not too wide of an age range. We are committed to supporting children through transition processes, even though this is subject to the child's individual needs and risk assessment. The home has started a 'Staying in Touch' inhouse programme for children that would like to stay in touch during the transition process to another placement or semi-independent accommodation. The home supports children from any gender.

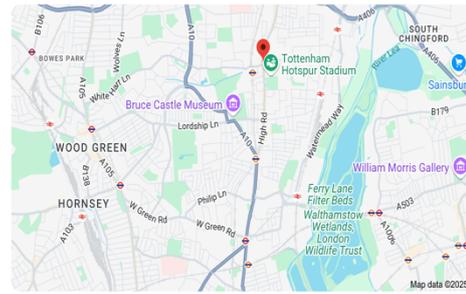
Soaring Heights Care Children's Home is 3 floors semi-detached house on a residential road. The home has a spacious kitchen area, a back garden with some seating area, a lounge, 1 downstairs toilet, an office for the residential team, 3 good spaced bedrooms for the children, 1 bathroom with a shower and bathtub.

The home is decorated with photo frames in the main rooms and colours of cream, grey and light green could be found around the house for a calming and low arousal approach.



1.3 Description of the Location of the Home Soaring Heights Care Children's Home is located in Tottenham, London Borough of Haringey.

Haringey covers an area of approximately 29.6 square kilometres making it the 23rd largest borough in London. As of the latest estimates, Haringey has a population of around 293,503, ranking it 18th in terms of population size among London boroughs. Haringey has a population density of about 9,916 people per square kilometre making it the 12th most densely populated borough in London.



Haringey is highly diverse, with 38% of residents identifying as Black, Asian and Minority Ethnic (BAME) and 26% identifying as 'white other'. Over 180 languages are spoken within Haringey, reflecting the multicultural population.

The home is located around the Bruce Grove area of Tottenham, which is about 10 minutes' walk from the historic Tottenham Football Stadium. There are many good transport links available to Central London in less than 20 minutes which is positive for promoting social activities and independence in the children and young people.

The geographic location of the home is assessed annually in line with Regulation 46 of the Children's Home Regulation (England) 2015, in consultation with police and local safeguarding teams, a copy is available upon request.

1.4 Complaints Policy

At Soaring Heights Care we believe that children's rights are paramount, children and young people should be encouraged and supported around how to make a complaint whether this is regarding the care they receive at Soaring Heights Care and/or external matter.

During the child or young person's initial admission their delegated Key Worker alongside the home's Registered Manager will have the responsibility to go through the home's complaint policy and provide the child or young person with a copy of the form.

Children and Young People will have monthly direct consultations with the home's management team which will cover any complaints and grumbles this is to ensure that the child is aware of their rights and how to make a complaint internally and externally.

Children will be provided with a copy of the Children's Commissioning and Ofsted's contact details to ensure that there is an openness in the home around complaints and grumbles, these contact details will be in the home's Children's Guide and Welcome Pack.

All complaints will be shared with appropriate and relevant professionals depending on the nature of the complaint.

Throughout the process the child's social care team and parent/carer will be informed of the complaint and the outcome to ensure transparency.

<u>Stage</u>	<u>Lead member of Staff</u>	<u>Response time</u>	<u>Administration</u>
Informal/Grumble	Front line staff / staff the complaint is shared with	24 hours	Recognise and respect that the child or young person is unhappy Inform child or young person that they can make a complaint if they wish Provide a child with grumbles form if they do not wish to make a complaint and support with this. If the child wishes to make a formal complaint support with completing the complaints form and ensure this is shared in writing to Management

First Stage	Deputy Manager and/or Registered Manager	Immediate or written within 5 working days	<p>Recognise the child has made a complaint. Inform relevant professionals and parent/carer if appropriate to do so.</p> <p>If the complaint can be actioned immediately resolve and discuss with child – follow up with a written letter.</p> <p>If the child is not satisfied with the outcome of the complaint, ensure that the Responsible Individual is informed</p> <p>Ensure a record of the complaint and outcome is recorded and a copy is in the complaints file.</p>
If the complainant is not satisfied with outcome of the complaint			
Second Stage	Responsible Individual	Maximum 15 working day	<p>Recognise the child is not satisfied with the outcome of complaint</p> <p>Discussion with social care and parent/carer</p> <p>Identify how to address the complaint</p> <p>Ensure the child is informed of outcome</p> <p>Ensure the home's staff including support staff are aware of outcome and how to support the child moving forward</p>

If the complainant is not satisfied with outcome of the complaint			
Third Stage	Impartial panel of unrelated managers including external HR	Maximum 20 working days	Report produced and circulated to all involved. Outcome shared with child or young person and next steps

If the child or young person is not satisfied or unhappy with the internal outcome of the complaint, then the child or young person should be supported to take their complaint external. This could include discussing their complaint with the following organisations.

Children's Commissioner for England

20 Great Smith Street

London

SW1P 3BT

By phone: 08005280731

By mail help.team@childrencommissioner.gov.uk

Ofsted

Piccadilly Gate,

Store Street

Manchester

M1 2WD

By phone: 03001231231

By mail: enquires@ofsted.gov.uk

Childline

Provided by NSPCC

Weston House

42 Curtain Road

London EC2A

By phone: 08001111

We welcome complaints and representations from all stakeholders and will actively promote the use of this policy and procedure. All complaints and representations will be taken seriously, dealt with efficiently and with transparency.

We are committed to be a learning organisation and whenever a complaint is received will look for lessons we can learn.

1.5 How to access Child Protection and Behaviour Management Policy

We have holistic view of safeguarding children as seen below;

- Regulation 44 visits
- Incident reporting
- The vetting of visitors
- Openness and transparency
- Respecting children's rights to privacy
- Health and safety
- Monitoring of incidents and physical interventions
- Policy and Procedure (Missing children)
- Policy and Procedure (Child Criminal exploitation including County Lines)
- Policy and Procedure (Child Sexual exploitation)
- Policy and Procedure (Complaints)
- Ofsted Notification of Serious Events
- Promoting Positive Relationships
- Policy and Procedure (Safeguarding Children and Young People)
- Risk Assessments
- PREVENT
- Managing allegations and responding effectively
- Working closely with multi-disciplinary teams

Our approach to child protection and safeguarding is summarised throughout the Statement of Purpos, details of the policies and procedures are provided upon request from the Registered Manager.

We work in partnership with multi-disciplinary teams to ensure we are able to safeguard and protect children from harm and/or abuse. A copy of the Local Safeguarding Children Partnership procedure is kept in the home.

The home's safeguarding and missing policies and procedures can be shared with placing authorities, parents and other stakeholders upon request. If an allegation is made against a member of staff at Soaring Heights Care Children's Home, the home follows local and internal procedures.

Our internal policy is that the residential team of the home should be trained with External Safeguarding Training during their induction programme and complete the online Safeguarding Training. All staff in the home currently have had safeguarding training. The management team are also trained to Level 3 Designated Safeguarding Lead.

The home also provides external training from the Haringey and Enfield Child Exploitation and Saefguarding Team from the MET police as part of induction which is conducted in person. This training covers;

- Missing from Care
- Child Sexual Exploitation
- Child Criminal Exploitation and County Lines

Safeguarding and Child Protection is part of the monthly supervision of the residential team and a part of the monthly team meeting.

All incidents, physical intervention, missing, complaints and bullying matters are promptly reported to the home's registered manager to ensure all policies and procedures have been followed in a timely manner.

The home has robust induction programme for about 10 working days covering multiple areas including safeguarding and child protection, the team are also supported with clinical supervisions to support with reflective practise.

We seek to reduce and minimise missing from the home by managing our environment, 1:1 support, risk assessments and supporting children with engagement around education and in-house and community based activities.

All missing reports are sent to social care and other relevant stakeholders within 24 hours to ensure that all information is shared to safeguard children at the home and any startgies or concerns are shared within the professional newtwork in a timely manner.

When a child returns to the home the team will request a return to home interview in a timely manner and complete targeted key working sessions around keeping safe in the community. The home uses the Philemona Protocol Missing Pack to ensure all information is shared with the police and social care.

The home uses PRICE physical intervention within the home and all staff working directly with children will be trained on PRICE physical intervention prior to sarning their role within the home. Alongside price the home uses Positive Behaviour Support Plan to provide a holistic and child-centred approach to behaviours that may precieve as challenging.

Children are encouraged to actively take part in their PBS plans and further gudince and support will be requested by the inhouse therapist and other external mutl-disciplinary teams.

Views, Wishes and Feelings

2.1 Children's Rights

Upon moving to the home children will be supported to understand their rights as a child. We believe that it is paramount that we advocate on the behalf the children in the home if they require our support around expressing their views, wishes and feelings.

Children will be supported and encouraged by their individual key workers to engage in their relevant documents being reviewed as their care plan, pbs plan and risk assessment. This is to ensure that children feel that their needs are being met and their voice is being heard.

As a home we embrace the United Nations convention on the Rights of a Child, and support through key working to ensure that the child is supported to understand this in a child friendly format suited to their age, ability and understanding.

The home's leaders and managers will request Advocates on the behalf of children at the home to ensure there is an openness around children expressing their views, wishes and feelings.

Children will be supported to overcome any communication barriers that they may require and the home will incorporate different tools to support with this including but not limited to social stories and/or other visual communication to support with understanding. The home uses the Widget platform and Twinkl for resources to support with communication.

2.2 Our approach to Anti-Discriminatory Practice

As a home we adopt an anti-discriminatory approach to practise, no child will be discriminated against on the grounds of race, age, religious belief, ethnicity, culture, gender, sex or disability. All children will be treated with dignity and respect.

We believe that it is our responsibility to ensure the safety of children within our care are protected from harm and/or abuse including discrimination and bullying. All matters relating to discrimination and bullying are reported and addressed in a timely manner in line with the home's policies and procedures.

2.3 Consultation with Children

As a home we ensure that children are consulted about the quality of their individual care;

- Weekly meal planners
- Weekly activity planners
- Surveys
- Managers managers consultations
- Keyworking sessions
- Encouraging and supporting them with to contribute to their own CLA reviews

The home's Regulation 44 Visitor is Simon Cook from Platinum Care Consultancy LTD. Simon has many years experience in social care and will spend time with children in the home discuss the care they receive.

We also send monthly feedback forms to professionals and parents/carers of the children and as a home we take into consideration all feedback.

Education

3.1 The Home's approach to Education and Learning

Education is a fundamental part of a child's development and learning. At the home we believe that education and learning is part of the child's day to day. All children are encouraged and supported to take part in some form of education whether this is at a school environment or alternative education.

As a home we believe that children should be supported with day to day learning and have developed a life skills booklet, this booklet will be shared with children whom are working towards transitioning to adulthood, a baseline assessment is completed before the child is supported to start the booklet.

We encourage day to day learning and have an in house reward system (section enjoyment and achievement section 4.2), we also support and encourage daily chores for the children such as cleaning of bedrooms, supporting with laundry, supporting with dinner time and dishes. We believe learning whilst in the home with daily chores is also part of education and fundamental learning.

3.2 Arrangements for supporting children with Education and Learning

Some of the children within the home have an ECHP and regular PEP reviews, the home will support and encourage the children to take part in these reviews. Any goals and outcomes agreed in these plans will be supported by the home to ensure there is wraparound care being provided to the child.

The home has been working closely with local schools to support with supporting children to access education alongside the child's placing authority. The home keeps an education and learning tracker and ensures that educational achievements are celebrated for all children.

- The home will keep a record of children's attendance
- Support with homework
- Supporting with vocational projects

Enjoyment and Achievement

4.1 The Home's approach to Enjoyment and Achievement for Children

Children are encouraged to take part in activities and leisure interests which may be supervised or unsupervised, taking into account age, ability, understanding, interests and any risk factors, we also encourage with 'safe risk taking' through activities and building on resilience and self-esteem.

As a home we encourage children to take part in new opportunities and create positive childhood memories. We support children with individual or group activities which may be structured or unstructured.

Children are encouraged to help and organise the activities and share their views, wishes and feelings through putting together a weekly planner. If appropriate children can engage in specific programmes of activities to develop particular interests, abilities or talents in the local community.

As a home we are aware that many looked after children, may not have had the opportunity to experience some of the ordinary childhood experiences that others do. Children are encouraged to access leisure activities in the local community, such as, gym, boxing, cinema, bowling, youth clubs, and other inclusive clubs and settings.

Children are also given the opportunity to socialise with peers at the home and local events. Children are also encouraged to take part in in-house activities such as cook offs, disco night, games nights and other events.

The home share's monthly achievements and enjoyments of the children with their social care team and parents/carers if appropriate to do so.

We also create memory boxes, photograph albums and certificates, for the achievements of the children in the home and are proud with each small step.

Health and Well-Being

5.1 Therapy

The home uses therapeutic approaches and frameworks to support children at the home. We believe that using the PACE model principals within our day to day practise will support children to develop positive relationships within the home and this will encourage the best outcomes for each individual child.

The home's residential team are processing in training towards 'trauma informed practise' which is reflected within the home workforce development plan.

The home will support children to enagege with therapy including;

- Internal therapy sessions
- Equine therapy
- Music therapy
- Arts therapy
- Play therapy

The home will also explore any other forms of appropriate therpay to meet the needs of each individual child.

5.2 Qualifications and professional Supervision of the staff involved in providing the team or children with therapy.

The home is working closey with a Child & Adolescent Psychotherapist & Counsellor whom supports with therapeutic guidance and direct therapy work with each individual child, Nicola Wainer also conducted the teams monthly clinical supervision.

Role and Name	Qualifications	Expereince	Supervisor
Nicola Wainer Therapist	<ul style="list-style-type: none">• MA Child & Adolescent Counselling & Psychotherapy• Registered General Nurse RGN• Diploma in Psychodynamic Counselling• PG Diploma in Child, Adolescent and Adult Psychotherapy and Counselling Supervision	Over 12 years experience working with children and adolescents	Paloma Elliott Senior Accred Therpist, Supervisor with BACP.

5.3 The home's approach around Health and Well-Being

All staff are trained in First Aid and we have a robust approach to Health and Safety in the home. The team also have training on development and attachment and we encooperate this when supporting the children.

During the admissions and placement process of a child moving to the home we support the child to register with the local GP, dentist and opticians to support with any medical or health needs. We keep written records of all medication, treatment and first aid signed by the resposnible member of stadd and regularly monitored by the homes management team.

All staff supporting children will have medication training online and internal competency assessment before they provide any child with medication (medication policy can be shared upon reques)

As a home we believe in positive role modelling for children is significant and we have regular discussions within home around healthy life choices including meal times, medical check ups and taking part in some form of physical activity.

We actively discourage children from smoking and have a no smoking policy to support children. We also seek support around stopping smoking for children.

Children are encouraged in taking part in cooking healthy meals and creating adding to the home's 'reciepe scrapbook'.

As a home we work closely with mutli-disciplinary teams such as CAMHS to support with any emotional well-being and can support with safety plans for children that have a history of substance misuse, self-harm and mental health problems.

We use positive behaviour support plans to support with emotion regulation alongside zones of regulations and support children to understand their emotions and develop skills and stragties which work best for them.

Positive Relationships

6.1 Arrangement for contact with Families and Friends

As a home we believe that building a positive relationships with each child's family and friends is significant when appropriate to do so. The level of contact and arrangements for this would be agreed at the placement planning meeting, where views of all parties and the needs of the child will be considered.

The contact may be through visits, telephone, email, letters provided there are no restrictions. If the contact is supervised the residential team are able to monitor the contact and the quality of their contact if possible and required.

We encourage children to have healthy and positive friendships, where a child has a friend prior moving to the home and the friendship is deemed appropriate we will encourage the child to spend time with their friend whether this is supervised in the home or community depending on the needs of the child

We also make efforts to ensure school friendships are maintained during the holidays, we also support children to attend their friends birthday parties and other social events.

All visitors to the home are agreed by the home's manager and the child's allocated social worker, due to the home's policy around visitors. All visitors are encouraged to remain in the communal areas of the home and the residential team to be around. A copy of this policy can be shared with stakeholders upon request from the manager.

6.2 Visits with Social Worker

We also encourage and support social worker visits to ensure there is a transparency within the network and legal requirements are followed.

If a child declines to speak to their social worker, we still encourage social workers to visit the home and meet the team and take a look around for an openness and transparent culture in the home.

Some children may require more frequent visits with their social worker due to concerns, we encourage children to discuss and build a positive view of social care by working closely with the social care team.

Protection of Children

7.1 Mointoring and Surveillance

As a home we respect children's right to privacy and dignity and do not constantly supervise children having due regard their age and vulnerability. As a home we believe 1 to 1 support is significant for a child's development and all children in the home are supported and delegated their 1 to 1 24 hours of the day.

However, many of the children we care for are vulnerable and at times may require high levels of supervision to keep them and others safe. This is always risk assessed and is a part their agreed care plan. These arrangements are kept under review.

There is 2 CCTV cameras on the ground of the home; 1 is at the front door and 1 is at the back garden. This is to ensure we are aware who is coming in and out of the home and safeguard children and others much as possible. If you wish to have the copy of policy please request from the home's manager.

The home has Wi-Fi with parental controls and Wi-Fi hours are below;

- Monday-Friday 3pm-9pm
- Saturday and Sunday 8am-9pm

Children also hand in their phones for the night at 9pm and this is given back to them at 3pm on weekdays to support with education and learning. If there are concerns staff discuss this with the child and may look through the phone to report, an incident like this will be shared with the social care team and is agreed during the child's placement planning meeting.

The home conducts 1 health and safety bedroom search each week, any other bedroom search will be due to concerns around substances, weapons or other concerns which will be shared with the child's allocated social worker with 24 hours.

7.2 Behaviour Support and Physical Intervention

As a home we have set principles to support our good practice in managing difficult and behaviours that perceive as challenging from children.

In summary

- Every child has the right to be protected from harm, abuse or neglect
- Every child should be treated as an individual and have child-centred positive behaviour support plans
- The residential team should always consider the child's age, understanding and ability when supporting them
- No matter how difficult we may find the child's behaviour, the child should always be supported and treated with respect and dignity and always remember that behaviour is a form of communication
- The team to use no sanctions and instead support children with restorative work and emotional support to understand and manage their own emotions
- The homes team is trained in PRICE and the principle is that physical intervention should only be used as a last resort to keep the child and others safe
- The home's team is trained in understanding attachment and child development and de-escalation strategies should be used to prevent escalations in behaviours that perceive as challenging
- Children should be supported through debriefs and provided with a safe and secure space to discuss their emotional needs.

Children's Positive Behaviour Support Plans will be developed with the child's support within the first month of moving to the home and regularly reviewed to meet their individual needs.

Incident reports and physical intervention reports are sent to the home's registered manager within 24 hours of the incident occurring for commenting and reflecting in how we can further support the child's individual needs.

All physical intervention is reported to the child's allocated social worker within 24 hours and all reports shared in a timely manner.

The home will keep a log of incident reports and physical intervention and this will be shared in the child's monthly report. The home's leaders and managers will ensure that physical intervention reports are reviewed and any high levels of physical intervention is reflected within clinical supervisions and team meetings.

A list of the physical intervention holds are within the home's policy and procedure folder and signed by PRICE, this can be shared upon request

Children are supported through holistic learning and reward systems, the homes team uses a low arousal approach and reflective practise to ensure any incidents of physical intervention was not miss used and as stated above was used to keep a child or others safe and as a last resort.

The home's managers will complete a monthly managers audit which covers incidents and physical intervention this will be shared with the residential team and other stakeholders if requested.

The home uses a no sanction policy and no privelaiges or personal iteams are removed from the child unless due to safety reasons and this will be reviwed regulary and this will be shared with the child's allocated social worker. Children are supported by the

home's inhouse therapist to understand their emotions and can discuss incidents within the home with the therapist if they wish to do so

Leadership and Management

8.1 The name and work address of;

- (A) The Registered Provider
- (B) The Registered Individual
- (C) The Registered Manager

(A) Soaring Heights Care Children's Home is part of Soaring Heights Care LTD which is a private limited company registered under the Companies Act 1985 (Company Number 08698852).

The company started in 2016 and since that time has added Children's Home to its services.

(B) The Responsible Individual for Soaring Heights Care Children's Home is Creanna Dodson. Creanna Dodson is also the Nominated Individual for the Semi-Accommodations within the Service.

Creanna's work address is:

Soaring Heights Care Services she will generally operate a remote role.

Tel: 02082451845

Email: info@soaringheightscare.co.uk



(C) The home's Registered Manager, registered with Ofsted on 13th May 2025. Rukiye Akkas has been employed by Soaring Heights Care LTD since October 2024 as the home's manager.



Rukiye's work address is;
Soaring Heights Care Children's Home

Tel: 07508674553

Email: rukiye@soaringheightscare.co.uk

8.2 Qualifications and Experience of the Team

As of February 2025, there are 8 permanent members of staff employed at the home and 1 bank staff, the home is currently in the process of recruiting a pool of bank staff to work closely with the home.

We do not employ any staff to specifically provide education, however we do offer therapy (see section Health and Well-being).

The organisation works with an external organisation Croner for Human Resources matters.

All staff have a 6 month probationary period, monthly supervisions, monthly clinical supervisions and an annual appraisal.

Full Name	Role	Qualification and Experience
Creanna Dodson	Director and Responsible Individual	Barrister MSc Social Work and previously a Children's Guardian with CAFCASS. BSc Criminal Justice – Probation Officer Level 5 in Leadership and Management
Rukiye Akkas	Registered Manager	Enrolled on Level 5 Leadership and Management Level 3 in Residential Childcare Previously a Registered Manager with a 'Good' from Ofsted. Over 8 years experience in Residential Childcare in various settings (SLD, CSE, and EBD)
Manal Mahamud	Acting Deputy Manager	BSc Psychology and Criminology Level 3 in Health and Social Care Enrolled on Level 5 Leadership and Management Over 6 months experience in working with Children and Young People

Nadia Nefzi	Senior Support Worker	Enrolled on to Level 4 in Residential Childcare Over 6 months experience in working with Children and Young People
Moazam Hussian	Residential Support Worker	Enrolled on to Level 4 Residential childcare. Over 6 months working with children and young people
Alex Wren	Residential Support Worker	MA Social Work BA Business Management 10 years experience working with young people in various settings
Igwe Frankie	Residential Support Worker	Enrolled on to Level 3 in Residential Childcare Over 6 months experience in working with Children and Young People
Mushiirah Mauthoor	Waking night Residential Support Worker	Level 3 in Children and Young People Over 5 years experience working with children and young people
Mustapha Touray	Waking night Residential Support Worker	Level 5 in Leadership and Management Level 3 in Children and Young People Over 5 years experience working with children and young people

Training – General

All staff are expected to hold, or to be working towards the appropriate National Vocational Qualification.

We recognise the importance of investing in our staff and the following training is mandatory and undertaken by all of our residential support staff including bank and is ongoing.

- PRICE
- Safeguarding Children
- First Aid
- Health and Safety

- Quality Standards
- CSE and CCE – MET police
- Self Harm
- Understanding Attachment and Development
- Traum Informed Practise

The home has a robust Workforce Development Plan with further details in regards to training which can be shared upon request from the home's manager. The home also has a robust induction programme for new staff joining the residential team.

We have also developed an in-house workshop programme for professional development, which is reviewed yearly.

8.3 Details of arrangements of professional supervision

All staff have a named supervisor, supervisions usually are one to one and aims to take place monthly.

Supervision is given a high priority and is reported to the Responsible Individual via the Manager's Monthly Report, a written record is kept on each monthly supervision.

As stated above, the team also receive monthly clinical supervision from Nicola Wainer, whom also supports the children with therapy sessions.

The Responsible Individual supervises the Registered Manager, who turn supervises and line manages the Deputy Manager.

As the home currently doesn't have a senior support worker the Registered Manager and Deputy Manager supervise the residential team.

The organisational structure for Soaring Heights Care Children's Home is as follows

Responsible Individual
Registered Manager
Acting Deputy Manager
Senior Support Workers (x2)
Support Workers

The Residential team work a on a 4 week rolling rota, the residential team are provided with a weekend off every fortnight for having a work life balance.

Each shift including waking nights has a designated 'shift lead' who takes overall responsibility.

The home is staffed twenty-four hours day with a minimum of two staff consisting of residential support worker which all other than 1 is full time member of staff. This is increased depending on the number of children and their needs.

As a home we are registered to support children with emotional behavioural difficulties and/or mild learning disabilities, due to the needs of the child we guaranteed 1:1 staffing, a dedicated member of staff will be on shift. This gurarantees 100 per cent supervision and attention at all times.

Occasionally, to ensure children and staff safety, we will staff at 2:1. Such arrangements are at the discretion of the Registered Manager, and if for any any extended period, will need agreement from the Local Authority. These arrangements

will be subject to a assessment to ensure there is no undue to the restriction of liberty or privacy.

The current children in the home will always be accompanied they leave the premises, and a reduction will be discussed with the placing authority.

Both the Registered Manager and Deputy Manager's standard working hours are Monday-Friday 09:00am-17:00pm, although checks are carried out outside of these hours on occasions to monitor the quality of care. There is a rota for on call including the registered manager and deputy manager.

Care Planning

9.1 Admissions Process

As a home we believe that the admissions process is significant in understanding and meeting the needs of the child.

As required, we inform our host Local Auhtoirty (London Borough of Haringey) of all children moving to the home and leaving the home.

We support wit planned placements, our process is as follows:

Initial Enquiry

- Basic referral information taken
- Suitability Assessment
- Initial Discussion to include information exchange and as assessment of needs
- Admission's chronology
- Admissions form (internal)

Assessment Visit

- Discussion with social worker and other relevant professionals
- Meet parents/family if appropriate
- Meet the child
- Share Children's Guide

Post Assessment

- Risk Assessment
- Confirmation of placement funding
- Checking that Suitability Assessment is correct

Child moving in Plan

- Plan for child to move agreed
- Induction of child to the home (welcome pack)
- Support with settling into the home.

Wherever possible we will avoid emergency placements. However, when it is in a child's best interest for this to happen, we will follow the above process as closely as is practicable.

Summary

This document will be reviewed once a yearly as a minimum or as and when required and shared with relevant stakeholders in line with the Children's Home Regulations (England) 2015.

Signed: C Dodson
Role: Responsible Individual
Date: 20th February 2026

Signed: R.Akkas
Role: Manager
Date: 11th February 2026

FOR OFFICE USE ONLY	Date completed	Initials
Sent to Ofsted via email	11 th March 2025 13 th May 2025	CD CD
Add to website	13 th March 2025	RY
Print hard copy for staff	8 th March 2025 13 th May 2025 18 th May 2025	RY RY RY
Add to Statement of Purpose desktop folder	8 th March 2025 19 th March 2025 13 th May 2025 18 th June 2025	RY RY RY RY