



ASSURE CARE HOMES

Providing a Safe and Supportive Home for Young People



STATEMENT OF PURPOSE

Welcome to Ria House

Residential Children's Home

URN: 2666995

**Ria House
Ringwood Road
Woodlands
Hampshire
SO40 7GX**

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Who Resides at Ria House

Ria House is registered to accommodate up to four young people of mixed gender, aged between 7 and 17 years. We recognise and respect that some young people may be exploring or questioning their gender identity. As such, the home is inclusive and welcomes children and young people of all gender identities and sexual orientations across the LGBTQAI+ spectrum.

We understand that EBD can encompass a wide range of complex needs. Residents may have additional diagnoses such as anxiety disorders, ADHD, Asperger's Syndrome, Bipolar Disorder, Conduct Disorder, OCD, Oppositional Defiant Disorder (ODD), Hyperkinetic Disorder, Pathological Demand Avoidance (PDA), and may be at risk of Child Sexual Exploitation (CSE) or Child Criminal Exploitation (CCE), as well as issues with substance misuse, attachment difficulties, and trauma.

This list is not exhaustive, but it provides a sense of the needs we are prepared to support. Many young people with EBD may also display traits associated with Learning Disabilities (LD), including conditions such as dyslexia and dyspraxia.

Additionally, we consider behavioural factors such as aggression which may be verbal, physical, or both, as well as incidents of going missing or leaving the home without permission. Every referral received by the Registered Manager is carefully reviewed in collaboration with the team, where appropriate, to ensure that the prospective resident's needs are compatible with those of the existing group. This process ensures that the placement is beneficial for both the individual and the group.

Ria House operates year-round (52 weeks per year) and offers both long-term placements and shorter-term options.

Our Ethos, Aims and Outcomes

At **Ria House**, our ethos is rooted in providing a **protective, nurturing, and caring environment** where every child and young person can thrive and reach their full potential. We are committed to offering a home that promotes stability, growth, and emotional wellbeing, while celebrating individuality and building the foundations for a successful future.

To support our children and young people in achieving this, we aim to:

- **Promote independence and life skills:**
Enable each young person to get the most out of life by developing their independence and preparing for adulthood, with the guidance of knowledgeable, supportive staff.
- **Deliver personalised, child-centred care:**
Ensure care is tailored to each child, regularly reviewed and updated in partnership with the young person, those important to them, and the professionals involved in their care.
- **Encourage healthy lifestyles and wellbeing:**
Support every child and young person in maintaining good physical and mental health through

regular exercise, a balanced diet, and engaging, enjoyable activities – all led by positive role models.

- **Safeguard while enabling positive risk-taking:**

Take a proportionate and thoughtful approach to safeguarding, balancing the need to protect with the importance of allowing young people to learn and grow through experience.

- **Foster an open and respectful environment:**

Create a culture of honesty, mutual respect, and learning, where both staff and young people feel safe to grow, challenge, and develop strong, positive relationships.

- **Support and enhance education:**

Encourage full participation in education, both inside and outside the home, and build upon existing learning through structured educational activities within the home environment.

- **Promote community integration:** Actively seek opportunities to reconnect each young person with their local community, enabling access to social, educational, and leisure opportunities that build confidence and belonging.

- **Prepare for a positive future:** We work towards the long-term goal of equipping each young person with the tools, confidence, and resilience to lead a safe, happy, and fulfilling life as a valued member of their community.

- **Advocacy:** We are committed to ensuring that all children and young people have access to an independent advocacy service to support them in expressing their views, wishes and feelings. Each of our young people are supported to understand that they have rights and that if any decisions need to be made then through advocacy, they can be empowered to participate actively in decisions about their care.

Our Location

Ria House is nestled in the leafy village of Woodlands, just on the outskirts of Totton, Hampshire. The local area is a calm and attractive place to live, with modern estates, tree-lined streets, grassy verges, and plenty of open green spaces for young people to explore and enjoy.

We're ideally positioned between Southampton and the beautiful New Forest National Park, offering the perfect balance of nature, community, and access to city life. The local Totton train station, just 2.3 miles away, provides excellent links for day trips and visits to nearby attractions, while Ria House also benefits from its own transport, allowing young people to take part in a wide range of activities both in the home and within the wider community.

By car, Ria House is within easy reach of Southampton City Centre, Bournemouth, Portsmouth, the New Forest, and nearby beaches. We're also close to popular destinations such as theme parks, zoos, the South Coast, and even the Isle of Wight, with convenient access to the M27, M3, and local ferry links.

Our community is well-equipped, with local shops, schools, a doctor's surgery, and a library all within walking distance. Totton also offers a variety of opportunities for young people to stay active and engaged, including spacious parks, sports clubs, cycle paths, a leisure centre, and youth clubs.

A detailed overview of the area, including any potential risks and how they are managed, is available in our Location Risk Assessment.

About Our Home

Ria House is a welcoming, detached family-style home designed to provide a safe, comfortable, and nurturing environment for the young people who live with us. Set within a peaceful area and surrounded by nature, the home offers space, privacy, and opportunities for both relaxation and exploration.

Inside the home, we have three large ensuite bedrooms and a self-contained flat on the ground floor, all carefully furnished to meet the needs of our young people. We actively encourage personalisation of each bedroom — from colours to soft furnishings — so that every young person can create a space that feels truly their own. At present, we have one young person who is well established at Ria House and are transitioning a young person to adult services. We regularly review room arrangements based on the needs and preferences of the young people and our registered capacity.

Upstairs, we have a games and console room with safe computer access and calming sensory lighting. This is a popular space for young people to unwind, listen to music, or enjoy time to themselves.

Downstairs, the home features a spacious kitchen and dining area, a comfortable lounge, a utility room, a staff toilet, and the staff office. These communal spaces are used for shared meals, relaxation, and daily life together, helping to build a sense of community and routine.

Outside, Ria House offers a large back garden with a patio and lawn area, as well as exciting possibilities for future development. We are currently in the process of putting together planters for growing vegetables and plants. We have recently acquired a Wigwam tent to encourage a young person to utilise the outdoor space more. We also have a trampoline, football net and badminton set to encourage exercise and positive engagement with others.

Beyond the garden, we have a wild meadow, surrounded by hedges and trees, this needs to be developed but would be perfect for den building, exploring, or learning outdoor living skills. This space will give young people the freedom to connect with nature, build confidence, and enjoy open-air activities in a safe and supervised environment.

Admissions to the Home

At Ria House, we take great care to ensure that every young person joining us is placed in an environment where they feel safe, supported, and able to thrive. Admissions are thoughtfully planned, and our process is designed to meet the needs of each individual child while also considering the wellbeing of the young people already living in the home.

Before a placement is offered, we carry out a thorough assessment to ensure we can meet the young person's needs and that our staff team has the appropriate skills and experience to provide the right support. This begins with reviewing the referral information (see our assessment proforma), followed by an initial needs and risk assessment.

We then complete an impact risk assessment, which considers how the proposed placement may affect:

- The young person being referred
- The young people already living in the home
- The local community

This process helps us ensure a safe and positive living environment for everyone. As part of this, we consult with the current residents, giving them the opportunity to share their thoughts and feelings about a potential new admission. Their views are valued, documented, and kept under review until the day the new young person moves in.

Once a placement is agreed, we work with the young person and those involved in their care to develop a transition plan that is tailored to their needs. We understand that each young person is different — some may benefit from a gradual introduction over time, while others may prefer a shorter transition period with a few key visits.

The transition period typically includes:

- Visiting the home and meeting staff and other young people
- Exploring the house and choosing a bedroom
- Discussing how they'd like their room to be decorated
- Taking part in activities or meals
- An optional overnight stay

Our goal is to make sure that when move-in day arrives, Ria House already feels like home, and their bedroom is a space where they feel safe and comfortable.

On the day of admission, the young person will receive a full induction into the home, where we will:

- Go over house routines and expectations together
- Update the information we hold about them
- Learn more about their likes, dislikes, and preferences
- Help them register with local health professionals

If the young person is already in education, they will continue attending their current setting. If not, they will take part in a structured in-house education programme during school hours, tailored to meet their needs and abilities.

Contact with Friends and Family

At Ria House, we recognise that maintaining positive and meaningful relationships with family, carers, and friends is a vital part of a young person's emotional wellbeing and development. Wherever it is appropriate and in the best interests of the young person, contact with those who are important to them is fully encouraged, promoted, and supported.

Home visits and visits to Ria House can be arranged and are welcomed, with all travel plans discussed and agreed in advance of placement. These arrangements are regularly reviewed in partnership with the young person, their social worker, and those involved in their care.

Young people are able to use the main house phone to make and receive calls. Where appropriate, these calls can take place in private, for example in their bedroom, ensuring that contact is comfortable and respectful. Calls are not monitored unless there is a specific safeguarding concern and only when agreed by the social worker.

We actively encourage and support positive relationships with peers and trusted individuals. With the agreement of those in the home and the care team, young people may invite friends to visit Ria House, helping them to build and maintain healthy social connections.

In circumstances where contact with certain individuals is not deemed safe or appropriate, such as where there are safeguarding concerns, staff will take the time to explain this sensitively to the young person. Our focus is always on ensuring safety while supporting understanding and emotional wellbeing.

Digital Safety and Online Contact

Ria House provides Wi-Fi throughout the home, and we recognise that digital communication and online presence are a part of modern life for most young people. Access to social media and internet use is permitted via personal handheld devices (such as mobile phones or tablets) but may be monitored or restricted if needed to ensure safety and wellbeing.

During school hours, access to the internet will be limited to educational use only, to support focus and prevent distraction. We also take steps to ensure that young people are not isolating themselves in their rooms with extended internet or gaming use.

Young people may bring personal devices such as X-boxes, PlayStations, or computers. However, all use of games, streaming services, and online content is subject to age-appropriate guidelines. Any content or games that do not meet these criteria will be temporarily removed until it is suitable for the young person's age.

Working Together to Promote Safe Use

We work closely with each young person, their family, and their social worker to ensure online platforms and social media are used safely. This includes:

- Adhering to age restrictions for games and social media platforms
- Providing guidance through key working sessions and house meetings
- Supporting healthy online behaviour and emotional safety
- Monitoring trends and "hot topics" shared by local schools to stay up to date

Our goal is to equip young people with the knowledge and tools they need to safely navigate relationships, both offline and online, and to feel confident in maintaining meaningful contact with the people who matter most to them.

Supporting Cultural, Linguistic, Religious, Creative and Physical Needs:

At Ria House, we are committed to supporting the whole identity of every young person in our care. We value and celebrate diversity, and work proactively to ensure that the cultural, linguistic, religious, creative, and physical needs of all young people are recognised, respected, and fully supported.

A healthy lifestyle is encouraged for all, and we understand that some young people may need extra support to take part in physical activity or social opportunities. Our team takes a genuine interest in the personal interests and hobbies of the young people, and we actively participate alongside them to help build confidence and maintain enthusiasm. This approach helps improve self-esteem, supports emotional wellbeing, and encourages positive social development.

With access to transport, we can offer a wide variety of leisure activities both in and outside the local area. These activities may include group-based opportunities such as joining a football team or youth club, or individual pursuits based on each young person's interests. We believe that participation in both group and solo activities offers valuable opportunities for social learning, personal growth, and relationship building.

Each week, young people are invited to meet with staff to plan their activities. These plans contribute to a regular activity calendar that includes after-school and school holiday events, as well as special occasions linked to achievements, rewards, or celebrations of progress.

Religious and cultural identity is highly valued at Ria House. Young people are supported in attending important religious services and cultural festivals if they wish. We will always work in consultation with parents, carers, and the placing authority to ensure that these observances are supported in a way that is respectful and appropriate to each young person's age and beliefs. Where necessary, we will help young people access local places of worship and make every effort to accommodate any required practices, such as prayer, fasting, or dietary needs.

Cultural requirements—such as traditional dress, language, or specific food preferences are acknowledged and integrated into daily life at Ria House, helping young people feel accepted and understood. These preferences and needs are recorded in each young person's Placement Plan and are reviewed regularly.

When needed, additional training will be provided to the staff team to ensure they can support religious or cultural practices confidently and appropriately. Our team is always open to learning and adapting, so we can provide a truly inclusive and respectful environment.

At Ria House, we strive to ensure that every young person feels recognised, included, and valued; culturally, spiritually, emotionally, and creatively as they grow and develop in our care.

Children's Rights and Anti Discriminatory Practice

At Ria House, we are committed to ensuring that every young person, regardless of their background, ethnicity, gender, or any other characteristic, is treated with fairness, respect, and equality. We encourage all young people to value themselves, each other, and the world around them. It is our belief that everyone has the right to be treated with dignity, and we work with the young people to help them understand both their rights and responsibilities.

This is achieved through key working, regular house meetings, feedback sessions, and our complaints procedure. We also ensure that young people are informed about external support services, which are included in their personal information folders. Our aim is to help them understand how their rights are relevant to their day-to-day lives, and we continually review these topics to reinforce the importance of respect, fairness, and equality. Information is always provided in a format that meets individual communication needs.

Ria House has a robust Anti-Discriminatory Policy in place, which is supported by staff training. Our team members receive ongoing online training that ensures they are equipped with the knowledge to recognise and challenge discriminatory behaviours. It is clear to all staff that they have a responsibility to identify, challenge, and report any such practice. If any concerns arise, they are addressed through supervision, performance management, and, where necessary, formal disciplinary processes.

At Ria House, we strive to create an inclusive, supportive, and respectful environment where everyone feels valued, heard, and empowered.

Safeguarding

At Ria House, safeguarding and promoting the welfare of children is of the utmost importance. We believe that safeguarding is everyone's responsibility, and while everyone's role in the process may differ, we work collaboratively to ensure the safety and wellbeing of all young people in our care.

Our safeguarding policy is readily available upon request from any member of the Ria House team.

We take safeguarding very seriously and have established a comprehensive Child Protection Policy and local safeguarding procedures in line with Regulation 12 of the Children's Homes (England) Regulations 2015. We work closely with both the local and placing Children's Services offices to ensure that our safeguarding practices are robust and effective.

Any safeguarding concerns, disclosures, or issues will never be dismissed, and we are committed to thoroughly investigating all matters in accordance with the local and placing authorities' safeguarding procedures. It is our priority to ensure that every young person is safe, supported, and protected.

All team members receive regular training to recognise, understand, and appropriately report safeguarding concerns. The Registered Manager serves as the Designated Safeguarding Officer, supported by the Deputy Manager and the Responsible Individual. In addition, we maintain a strong working relationship with the Local Designated Safeguarding Officer, who is available to provide expert advice and support when needed.

We also have a clear escalation process within the home for any staff member who may have concerns about how safeguarding issues are managed, or about the conduct of the management team. This process is outlined in the young person's guide to ensure transparency and to empower individuals to voice their concerns.

At Ria House, we are committed to ensuring that every young person's safety is safeguarded, and their voice is always heard.

Use of Surveillance

We do not have CCTV within the home. We monitor staff, visitors and young people coming in and out of the home by using a signing in book.

Bullying

At Ria House, we recognise that bullying can affect anyone, regardless of age or background. Bullying is any form of aggressive or threatening behaviour that is intended to harm, intimidate, or persecute others. It can take many forms, including verbal, physical, social, emotional, and cyberbullying. Bullying may also be specific in nature, such as homophobic, racist, or sexist behaviour.

To ensure a supportive and safe environment, all team members are introduced to our Bullying Policy during their induction. They are given clear guidance on how to recognise signs of bullying and are trained on how to effectively respond to and manage any incidents.

Young people at Ria House are made aware of our zero-tolerance stance on bullying through the Young Person's Guide, young person's meetings, and key worker sessions. We encourage all young people to speak up if they experience or witness bullying. Staff are available to listen and support them, and we work together during key working sessions and house meetings to discuss concerns and build understanding around this important issue.

If any incidents of bullying occur, they are handled with sensitivity and care, ensuring they are addressed in a thorough yet supportive manner. Our goal is always to resolve such issues in a way that promotes respect, understanding, and positive relationships among all residents.

At Ria House, we maintain a zero-tolerance policy towards bullying and are committed to fostering a safe and respectful environment where every young person feels valued.

Running Away or Going Missing

At Ria House, we take the safety and wellbeing of every young person very seriously, particularly when it comes to unauthorised absences or cases where a young person may go missing. We follow a clear and structured set of procedures, in line with local regulations and the Philomena Protocol, to ensure that all incidents are handled promptly and appropriately.

Each young person has an individualised missing person protocol based on their specific risk assessments. These protocols help guide our actions in the event of an unauthorised absence, ensuring that each case is managed with the appropriate level of care and attention. We recognise that young people at Ria House may be more vulnerable due to their individual needs, and we are committed to providing the necessary support to reduce the likelihood of such occurrences.

If a young person is late or has stayed out beyond their agreed time, or if they leave the home without permission, we will make immediate and reasonable attempts to locate them. This may include contacting their mobile phone, reaching out to family and friends, and searching known areas they may frequent. If these initial attempts are unsuccessful, we will promptly notify the Police in accordance with the agreed procedures.

Our team continues to make regular efforts to locate the young person, even after reporting them as missing, until they are found or return safely. We conduct ongoing risk assessments throughout this process to ensure the young person's safety is continually monitored.

When deciding whether to contact the Police, the Registered Manager or on-call manager will consider factors such as the young person's age, the time of day or night, any history of previous absences, and whether there are concerns regarding their safety. This process is always guided by the young person's individual risk assessment.

Throughout the incident, we will keep parents or those with parental responsibility informed of any developments. Once a young person returns, we ensure they are welcomed back with care, offering support and checking that they are safe and well. If possible, the Police or local authority will carry out a Return to Care visit, though we understand this may not always be feasible due to other urgent matters.

Following their return, our team will work with the young person to explore any underlying causes of their absence and develop strategies to reduce future risks. Our aim is to support them in understanding the triggers for their actions and to work together on ways to prevent such incidents in the future.

All of our policies and procedures regarding safeguarding, preventing bullying, and managing missing child situations are available for reference, both in the office and online, to ensure transparency and accountability.

Complaints and Compliments

At Ria House, we view complaints and compliments as essential tools for improving the quality of care and services we provide. We welcome feedback from young people, parents, carers, and other professionals, as it helps us continuously enhance the support we offer. We value the voices of the young people in our care and actively seek their input on the quality of the services they receive.

To ensure that young people have every opportunity to share their thoughts, we provide comment, compliment, and complaint forms, as well as suggestion slips. We also gather feedback through house meetings, key working sessions, independent visits, and casual day-to-day conversations. We believe this gives young people multiple ways to express their opinions, and we encourage them to speak up about what they like and what they feel could be improved.

Our complaints procedure is clearly outlined in the Young Person's Guide, and complaint forms are available in their personal information file. We encourage all young people to use the complaints procedure when necessary and staff will support them in doing so through effective key working and everyday conversations.

We recognize that some young people may not always feel comfortable expressing their concerns verbally, and in such cases, staff are trained to notice non-verbal indicators of distress, such as changes in behaviour or refusal to engage. We understand that these behaviours can be signals of dissatisfaction, and we ensure that support plans, behavioural strategies, and risk assessments are in place to help identify and address any underlying issues.

A young person can make a complaint to a staff member, the Registered Manager, their social worker, the Responsible Individual, or even externally through channels such as Ofsted or Childline. Additionally, young people have access to a phone for private calls, enabling them to seek support independently when needed.

Complaints from families and other significant adults in a young person's life will also be handled according to the same clear process. We encourage a transparent and accountable environment where concerns can be raised and addressed promptly.

To further support transparency, we have a system in place that allows team members to report any concerns about practice or standards. The Registered Manager will review and respond to any feedback, concern, or complaint received, setting out clear timescales for resolution. In cases where poor practice is identified, we may refer to the Disciplinary Procedure to ensure that issues are addressed appropriately. We also have a Whistleblowing Policy to protect confidentiality for any team members who wish to raise concerns anonymously.

We believe that promoting high standards, open communication, and a supportive environment is vital to creating a safe and positive atmosphere for everyone at Ria House.

Behaviour Support

At Ria House, we are committed to providing a warm, caring, and supportive environment where young people are treated with respect. This is complemented by clear, consistent boundaries, expectations, and accountability, ensuring that all young people feel secure and understood.

We have a comprehensive Behaviour Management Policy that aligns with the Children's Homes Regulations 2015, which is accessible to all staff members. This policy supports the development of socially acceptable behaviours by setting firm, fair, and consistent boundaries, while also fostering an environment of mutual respect.

Staff at Ria House respond promptly to acknowledge positive behaviour and to support and address any challenging or unacceptable behaviour. Our goal is to guide young people by setting a positive example, helping them to explore alternative ways of managing their emotions and behaviour, and supporting them in understanding their feelings such as frustration, anxiety, anger, and happiness.

To promote positive behaviour, we use a structured behaviour management system that includes proactive and reactive strategies, based on careful observation and assessment. This approach is designed to encourage desirable behaviours and reduce the occurrence of unwanted behaviours. Our system is flexible and tailored to each young person's unique needs, ensuring that interventions are always relevant and effective.

Each young person has a personalised Positive Behaviour Support Plan, which is developed in collaboration with the individual and the team. These plans are flexible, allowing staff to respond appropriately to each young person's changing needs and circumstances. All interventions are grounded in the principles of security, respect, acknowledgement, praise, and reward, ensuring a consistent approach across the team.

At Ria House, we take our responsibility to create a safe, supportive, and non-threatening environment seriously. We implement fair and proportionate rewards and consequences, which are applied as soon as possible after the behaviour occurs, ensuring they are meaningful and linked directly to the behaviour. This provides valuable learning opportunities for the young people.

All rewards and consequences are recorded, and young people are encouraged to share their thoughts on these actions. This feedback is used to review the effectiveness of the strategies in place and make any necessary adjustments.

We use positive behaviour support to:

- Manage the environment in ways that reduce the risk of conflict, harm, and physical intervention.
- Help young people express their emotions in healthier, more constructive ways.
- Support young people in engaging with activities they enjoy.
- Encourage young people's growth in life skills and independent living.
- Reinforce and celebrate positive choices, helping to build confidence and self-esteem.

Through these efforts, we aim to foster an environment where young people can thrive, learn, and develop the skills they need to navigate the world around them.

De-escalation and the Use of Physical Intervention

At Ria House, we prioritise creating a safe, supportive environment where young people feel respected and understood. We utilise Team Teach as our preferred method of de-escalation and physical intervention. Team Teach is a restraint reduction approach that focuses on promoting positive behaviour through de-escalation techniques, with physical intervention used only as a last resort.

All staff at Ria House undergo comprehensive training with Team Teach, including a two-day in-house course followed by a one-day refresher every two years. The training is accredited by Team Teach and focuses on ensuring staff are equipped with the skills to deliver safe and supportive interventions when needed. Our instructor carefully assesses staff throughout the training to ensure they are competent in using these techniques effectively and safely.

Restraint is only ever considered when necessary and is clearly identified in the young person's Positive Behaviour Support Plan. This plan is agreed upon by the entire professional team, including parents and relevant parties, to ensure it is in the best interest of the young person. We always strive to use the least restrictive methods possible to manage challenging behaviour, and restraint is a final option only after other strategies have been explored.

Any incident involving physical intervention is carefully recorded on our Mentor system, where it is reviewed to assess the effectiveness of the intervention in reducing risk. After each incident, a debrief takes place with the young person involved and the staff to discuss what occurred, reflect on the process, and ensure that everyone's well-being is considered.

Team Teach's philosophy is based on de-escalation, which makes up 95% of its practice. By focusing on communication and understanding, we aim to reduce the need for physical intervention while ensuring safety and care. For more information on Team Teach, you can visit their website at www.team-teach.co.uk.

We regularly monitor all incidents to gather insights that inform the ongoing review of our Positive Behaviour Support Plans. This information helps us assess the competence of staff and the effectiveness of our approach in supporting young people through challenging moments.

At Ria House, our goal is to provide a safe, caring environment where young people are treated with respect and supported in a way that minimises the need for physical intervention.

Education

At Ria House, we are committed to ensuring that each young person continues their educational journey, whether that means maintaining their current placement or exploring other educational opportunities, depending on their individual needs. While we recognize that some young people may not be actively engaged in education for various reasons, we remain dedicated to supporting their educational development in all forms.

Supporting young people in achieving their educational goals is a top priority at Ria House. We strive to help everyone achieve the outcomes outlined in their individual Education, Health, and Care Plan (EHCP), where applicable. We are committed to providing a nurturing environment that encourages both school attendance and participation in any alternative educational arrangements that are suited to their needs.

Our team works closely with educational providers to ensure that each child or young person is engaged in an educational program that is right for them. The Registered Manager plays an essential role in

maintaining open and consistent communication with schools, teachers, and education services, ensuring a collaborative approach to the young person's learning.

Keyworkers are responsible for organizing regular meetings with school professionals to monitor progress, review Personal Education Plans (PEPs), track extracurricular activities, and keep parents or carers informed of any developments. We aim to ensure that these relationships with educational partners remain positive and productive.

To further support the young person's learning, we provide access to a wide range of educational resources, including IT-based learning tools, to enhance their academic development. In addition to the private spaces available in their bedroom's, designated areas are available for homework or other out-of-school learning activities, including during times such as school exclusions.

Ria House ensures that all necessary resources for schooling are provided, in collaboration with both the school and the young person's individual educational needs. We actively encourage young people to explore further opportunities for personal growth and development, reinforcing our commitment to supporting their educational aspirations.

Health

At Ria House, we believe in involving young people in their own healthcare planning to ensure they take an active role in managing their health needs. We work closely with each individual to develop a personalized Healthcare Plan that reflects their unique requirements, empowering them to identify areas where they may need additional support or assistance.

Upon arrival at Ria House, all young people will be registered with the appropriate local healthcare providers to meet their specific health needs. Where possible, if young people are already established with local healthcare teams (e.g., CAMHS), they will continue to receive support from these services. Our staff are proactive in arranging appointments for any necessary check-ups and ensuring that all required medical reviews are scheduled promptly.

In cases where health monitoring is needed, such as regular weight checks or other specific assessments, we will work with the young person and their healthcare providers to agree on a suitable schedule. If a referral to another professional is required, such as CAMHS or other specialists, we will facilitate this process in consultation with the young person and their team.

Ria House maintains comprehensive medical records for each young person, which includes details of prescribed medications, immunization histories, and relevant health information. Medical Consent Forms are kept on file to ensure that staff can act appropriately to meet any healthcare needs, and the individuals providing consent are kept fully informed.

Physical Health

All young people at Ria House will be registered with a GP, and any necessary health check-ups will be scheduled as part of their care plan. We also ensure regular checks for other aspects of physical health, such as oral hygiene and eye health, with referrals to appropriate specialists as needed.

Healthy Eating

We are dedicated to promoting healthy eating habits and educating young people about the importance of nutrition as part of a healthy lifestyle. Sharing mealtimes together is an important part of fostering an environment where young people can make informed decisions about food and develop positive eating habits.

Young people at Ria House are actively involved in decisions regarding mealtimes, menu planning, and grocery shopping. This process provides opportunities for them to develop life skills, including independence in food preparation and meal planning.

For those with specific dietary needs, whether medical or cultural, we ensure that meals are tailored to meet these requirements. All staff are fully informed of any individual dietary needs, and this is clearly communicated before admission, whenever possible, to ensure the young person's needs are met appropriately.

Staffing and Leadership

The staffing team at Ria House is made up of the following roles:

- Manager
- Deputy Manager
- Team Leaders
- Support Workers
- Night Support Workers

To ensure continuous support and guidance, a senior member of staff is always on call, available for advice, assistance, or to be informed of any serious incidents. The senior staff member on call will always be a trained Designated Safeguarding Officer (DSO).

Ria House operates with a carefully planned staff structure to meet the needs of the young people in our care. During the day, we maintain a minimum staffing level, and at night, we have 2 x waking night staff. This staffing structure is regularly reviewed, particularly as the number of young people in the home changes. All staff requirements are assessed based on the individual needs of the young people and the experience levels of the team.

The Registered Manager or Deputy Manager is available in the home during the day to offer guidance and support to staff as needed. Should a member of staff be unable to attend work, the team will first look to cover the shift with another member of staff or bank staff. In situations where internal staff cannot cover, agency staff will be sourced, with a preference for agency staff who have already worked within the home to ensure continuity and familiarity.

Training

At Ria House, we are committed to the ongoing development of our staff, providing regular training through a blend of face-to-face sessions and an online learning platform called 'Click.' This e-learning program covers a wide variety of modules to meet Quality Standards, ensuring that staff are well-equipped for their roles.

It is our policy that all team members complete professional training, including the NVQ/Diploma Level 3 qualification, within two years of their appointment. Many staff members also hold additional qualifications to further enhance their skills and knowledge.

Mandatory training for all staff includes:

- Safeguarding Children
- First Aid
- Medication Administration, Storage, and Disposal
- Health and Safety
- Fire Prevention and Fire Warden Training (via e-learning)
- Food Hygiene
- Team Teach: Positive Handling and De-escalation

Supervision and Support

Staff members at Ria House can expect supervision sessions to be held at least every 6 weeks. For new staff, supervision will occur bi-weekly during the first month to support their transition into the role. In instances where additional support is needed, supervision frequency may be increased temporarily to ensure adequate guidance. Supervision sessions provide a platform to set goals, review progress, and identify areas for development, feeding into the staff member's annual appraisal.

All supervision sessions are documented, and any concerns or areas for improvement are promptly addressed. Supervision may take different forms, including individual, group, competencies-based, and observation-based sessions, depending on the needs of the staff member and the service.

Staff performance is appraised at least annually, following a 6-month probation review. These appraisals consider feedback from young people and assess the staff member's performance, setting clear objectives for the coming year. This process ensures that any training needs are identified and addressed through structured supervision, with a focus on personal development and performance improvement.

The Registered Manager receives monthly supervision from the Responsible Individual (RI). Additionally, staff have access to clinical supervision provided by an external professional, and the RI also receives monthly clinical supervision.

At Ria House, we value professionalism and positive role modelling. All staff sign a code of conduct upon entering employment, outlining expectations regarding behaviour, attitude, and conduct. These expectations are reinforced through supervision and appraisals, ensuring that positive behaviour is consistently practiced by all staff.

Monitoring and Quality Assurance

To ensure the highest standards of care and service, Ria House is subject to regular monitoring and quality assurance procedures. A Regulation 44 inspector conducts a monthly visit to the home to assess the quality of care provided. During these visits, the inspector meets with young people, their families, and other relevant professionals to gather feedback and insights. A written report is produced following each visit, which is shared with both Ria House and Ofsted.

In addition to the Regulation 44 visits, the quality of service is consistently monitored by both the Registered Manager and the Responsible Individual. This ongoing review process ensures that any areas for improvement are identified and addressed promptly.

Ofsted also carries out regular inspections of the home to ensure compliance with regulatory standards and to assess the overall quality of care.

Appendix 1: Staff Team Profile

ROLE	RELEVANT QUALIFICATIONS AND EXPERIENCE
Registered Manager (vacant position)	Vacant
Deputy Manager	Julie Smith Julie has extensive experience working with children and young people who have experienced trauma. She has completed her SVQ Level 3 in Children and Young People. She is person centred in her approach both with the young people and the staff, offering a calming, supportive presence.
Senior support worker	Sophie Streets Sophie is a senior with 14 years of experience providing dignified and compassionate care. I always take the time to learn about our young people and help them maintain independence which is incredibly rewarding. I am empathetic listener and a collaborative team player and I'm very excited to bring my skills and experience to the young people to help reach their potential and to bring a positive impact. Once I have passed my probation, I will be enrolled onto my Level 4 which I am looking forward to developing my skills in health and social care.
Senior support worker	Zsuzsanna Lakatos Zsuzsanna has come to us with previous experience in childcare and has a Batchelor Degree with Honours in Forensic Psychology. She has a qualification in childcare and a wealth of experience which is needed at the home and is a positive supplement to our work force. Zsuzsanna brings her knowledge both in her work practice with the young people we support and helps to develop staff.

Senior support worker	Kimberley Smith Kimberley is a dedicated and enthusiastic professional with a strong background in residential childcare and early years education. She has a passion for supporting children and young people with a range of emotional and behavioural needs. Kimberley previously provided daily care and structure supporting children in their routines, emotional well-being, and development. Most recently, she has worked at a Nursery, where she ensured the safety, care, and developmental progress of younger children. Although she enjoys early years, Kimberley returned to residential care where her passion truly lies. She is hardworking, team-focused, and committed to creating positive outcomes for children through a nurturing and structured approach. Kim is currently completing her Level 4 in Health and Social Care.
Support worker	Chelsea Arbuckle Chelsea has previous experience with SEN children, working in secondary SEN school with children with different complex needs. Chelsea has supported children on a 1:1 basis and a 2:1 basis. Chelsea has completed a sign along course which includes pecs communication and understanding children's behavioural needs. Chelsea is currently being signed up for her Level 4 in Health and Social Care.
Support worker	Rachel Biondini Rachel has come to us with lots of experience and is keen to make a difference in the children's lives. Rachel has a diploma level 3 in caring for young children and an NNEB diploma in childcare. Rachel is currently completing her level 4 in Health and Social Care.
Support worker	Denis Gethinji Denis has worked in care previously. Denis is very active in his church and is a pastor. Denis enjoys fitness and is very encouraging towards the young people who also enjoy fitness. Denis is waiting to start his Level 4 in Health and Social Care.
Support worker	Elizabeth Ubia Elizabeth joined us in October 2025, having worked with children and adults for DHS agency. She has settled in well at Ria House and completing all her mandatory training. She is currently waiting to start her Level 4 in Health and Social Care.
Night support Worker	John Nkamgang John has been working on nights for some time now and is working on his level 4 Diploma in childcare. John has strong relationships with the children.
Night support Worker	Chika Nnodim Chika has settled in her role and supports the young people throughout the night. Chika has completed her training and continues to grow in her role with experience gained.

Night Support Worker	Seth Addo Experienced Support Worker with ten years in healthcare, specialising in SEND. Skilled in care planning and medication management. Seth has experience of building therapeutic relationships and managing complex caseloads. He is exceptional in organisational skills, teamwork, and a proactive approach to problem-solving. Seth is adaptable under pressure and driven to achieve team goals while maintaining high standards of care and customer satisfaction. Seth is currently working towards his Level 4 in Health and Social Care.
Night Support Worker	Jose Gonzalez Jose is a dedicated and reliable night care worker who joined Ria House from another Assure home, bringing with him valuable experience enabling him to support our children overnight. He plays a key role in helping young people settle at night, ensuring they feel safe, secure, and cared for. With a calm and reassuring approach, he builds trust and provides emotional comfort when it's most needed. He is trained in the safe administration of medication and ensures all night-time routines are followed consistently. His commitment to the role and dependable presence make him a valued member of the Ria House team. Jose holds his Level 3 in Adult Care and Level 3 in Children's Health and Social Care.
Bank staff worker	Grace Olawa Grace has several years working with adults in a social care setting and 5 years working in a school. Grace has joined us from our adult provision and we are happy to have her on board and has adapted well to working with the young people at Ria House.
Bank staff worker	Olumayowa Joda Also known as Mayor. Mayor has been a regular worker at Ria House for some time now. He does split his time between Ria House and other homes in the group. Mayor is a very capable person who Can also run a shift competently as and when required. He is valued by the team, managers and children at Ria House and within the group.
Bank staff worker	Experience Jaja Experience has been working with adults in the Health and Social Care sector since 2021, joining our adult services in 2023. He has moved over the Children's Services in March 2026 and has proved himself to be a reliable member of the team, engaging well with the young people as and when required.

appendix 3: Contact Details

REGISTERED PROVIDER

Contact Details:

Tuctyn
Nutburn Road
North Baddelsey
Southampton
SO52 9DX

RESPONSIBLE INDIVIDUAL

Responsible Individual: Chris Newman

Chris brings over 30 years' professional experience delivering and leading care and support services for children, young people, and adults with a wide range of needs, including complex health needs and the impacts of childhood trauma. His experience spans local authority, private, charitable, and social enterprise sectors, providing a strong understanding of commissioning frameworks, partnership working, and outcome-focused service delivery.

Chris has over 10 years' experience in management roles, including more than 8 years at senior management level, with responsibility for service development, quality assurance, safeguarding, and regulatory compliance. Chris holds the statutory role of Responsible Individual, demonstrating effective leadership, robust governance, and accountability in regulated services.

Chris holds a number of professional qualifications which include but not limited to:

- BA (Hons) Social Work (Registration No. SW103428)
- Level 3 and Level 5 Diplomas in Care (Children and Young People)
- The Emotional Warmth Model of Professional Childcare
- In addition, has completed a wide range of mandatory and specialist training to support safe, high-quality service delivery, e.g.
 - DSL Training
 - Safer Recruitment
 - County lines
 - Oliver McGowan

Contact Details:

Tuctyn
Nutburn Road
North Baddelsey
Southampton
SO52 9DX

cnewman@assurecarehomes.com

Registered Manager – Post Vacant

Address:

Ria House
Ringwood Road
Woodlands
Southampton
SO40 7GX

Email:

Phone:

ASSURE CARE HOMES EQUALITY AND DIVERSITY STATEMENT

Assure Care Homes is committed to the fair treatment of all regardless of age, colour, disability, ethnicity, gender, nationality, race, religious or spiritual beliefs, responsibility for dependents, sexual orientation, or any other personal characteristic. An equality impact assessment has been completed on this policy to ensure that it can be implemented consistently regardless of any such factors, and all will be treated with dignity and respect.

STATEMENT OF PURPOSE REVIEW

This Statement of Purpose is subject to regular reviews considering changing practices, new legislation, and inspection recommendations. The running of the home is continually monitored against this statement.

Statement of Purpose approved and signed.

Statement of Purpose approved and signed by Registered Manager

Name:

Date:

Statement of Purpose approved and signed by Responsible Individual:

Name: Chris Newman

Date: 09/07/2026

Appendix 4: Additional external contact details

Ofsted –

Website: <https://www.gov.uk/government/organisations/ofsted>

Email: enquiries@ofsted.gov.uk

Telephone No: 0300 1231231

Address: Ofsted, Clive House, 70 Petty France, London, SW1H 9EX

The Children's' Commissioner:

Website: <https://www.childrenscommissioner.gov.uk/> or
<https://www.childrenscommissioner.gov.uk/help-at-hand/>

Telephone: 0800 528 0731

Email: help.team@childrenscommissioner.gsi.gov.