



ASSURE CARE HOMES



STATEMENT OF PURPOSE

Tree Tops House

Children's Home

URN: 2529331

Tree Tops House
43 Upper Northam Road
Hedge End
Southampton
SO30 4EA

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Who resides at Tree Tops House:

Tree Tops House is registered with OFSTED as a home for up to five young people of mixed gender, aged between 7 and 17 years. We acknowledge that some young people may struggle with their gender identity. The home will always accept young people of every gender and sexual identity on the LGBTQAI+ spectrum.

Children that come to live at Tree Tops House will all have been assessed and living with a form of learning disability. We are mindful that often these come with other support needs and diagnosis, this may include, but not restricted to, Autism, Asperger's Syndrome, ADHD, ODD, PDA, risk of CSE/CCE, substance misuse, attachment and trauma and behaviours including assault of peers and staff, verbal abuse and leaving the home without authorisation.

The safety of the children at our home is paramount, so we have a secure gated/fenced entry that can be opened by staff to ensure that the children don't run out on to the busy main road.

The home is open 52 weeks per year but will be available for placements of a shorter time if required i.e. 38 weeks termly placement to support an education provision in the locality or as a stepping stone to returning home or to other suitable accommodation based on individual needs.

Our Ethos, aims and outcomes:

The ethos of Tree Tops House is to provide a protective, nurturing and caring environment where all children can flourish and achieve their personal best

To support our children to achieve this we aim:

- * For each individual child or young person to get the most out of life and develop their skills and independence ready for adulthood, supported by knowledgeable staff.
- * To ensure that all staff deliver a personalised and child centred approach to care that is regularly reviewed and updated with the young person, those they care about and professionals working around them.
- * For each individual child or young person to enjoy good physical and mental health, living a healthy lifestyle through exercise, a balanced diet and fun supported by staff who are positive role models.
- * Safeguard young people and take a proportionate approach to risk that minimises the risk of harm but also allows them to experience positive growth and development.
- * Provide an open and honest learning environment for young people and staff allied to promoting and encouraging respect for each other and promoting positive relationships with adults.

- * To support our children and young people to fully participate in their education and enhance its provision by continuing with any educational curriculum activities within the home.
- * To seek to involve and re-integrate the child or young person into their local community for social, educational and leisure opportunities.
- * We will seek to meet our long-term aim for ensuring our children and young people leave equipped with the skills they need to live a safe, happy and fruitful life in their community.
- * 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:

Tree Tops House is set in the village of Hedge End, Hampshire. Hedge End has modern estates of attractive homes, tree-lined and grass verged, interspersed with green spaces. It is positioned between Southampton and the New Forest National Park.

The train station is located 2.3 miles from the house with links to great day trips and attractions. Tree Tops House has its own access to transport and the young people within the home have the opportunity of a wide variety of activities to choose from both within the home and the community.

When travelling by car, Tree Tops is within easy travelling distance of Southampton central, Bournemouth, Portsmouth, the beaches and country parks on the Solent. We are also within easy reach of theme parks and zoos the South Coast and the Isle of Wight. We are fortunate to be close to the M27, M3 and Wight Ferry Links.

There are local shops, schools, doctor's surgery and a library within a walking distance of five minutes.

Hedge End is the home of spacious parks, playgrounds, skate park, small theatre, sports clubs, cycle ways, a leisure centre and youth clubs.

More information has around this is supported within our location risk assessment.

About our home:

Tree Tops House is a spacious detached family home designed to provide a comfortable, safe, and nurturing environment for young people. The property features a large back garden and a versatile summer house, making it ideal for both relaxation and creative activities.

Accommodation at Tree Tops House includes four generously sized ensuite bedrooms on the upper floor, along with an additional ensuite bedroom on the ground floor. Each bedroom is thoughtfully furnished, and young people are encouraged to personalise their space with their choice of colours

and soft furnishings. We believe that creating a personalised bedroom helps our residents feel secure and at home.

The ground floor boasts a large, well-equipped kitchen, a utility room, a cosy lounge, a games room and a welcoming dining area located within the conservatory. For moments of relaxation or sensory support, a dedicated sensory room is available upstairs, providing a calming space tailored to individual needs. There is also a communal toilet on the ground floor for convenience.

The garden is a good size, offering a substantial patio area, lush lawn, a trampoline, and a sandpit, complemented by a range of outdoor toys. The garden's summer house currently serves as soft play area but can be adapted to suit the interests and needs of the young people, including use as an educational area.

Tree Tops House is committed to providing a supportive and adaptable living space where young people can thrive, express themselves, and feel truly at home.

Admission to the home:

Before coming to Tree Tops House all of our young people will need to be assessed to ensure that we are able to meet their needs and that the skill set of the staff matches the support required. Once we have carried out an initial assessment of needs and risks, having received all the information required from the refer (see our assessment proforma) we will complete an impact risk assessment. This is carried out as a means of highlighting the risk posed to those young people already in placement, the young person being referred and the community. All young people residing in the home will be consulted prior to any new admission and their views will be valued and listened to. This consultation is recorded and the document remains live until the day of move-in.

We will sit down with the young person and those involved in their care to agree a transition period. This will be based on the individual as we know that some young people like a lot of time to adjust to something new, whereas others can find transitioning difficult so a couple of visits in a short timeframe work. The transition will include coming to the home, meeting the other young people and staff, deciding which room they would like and how they would like it personalised. They will be invited on activities and for an overnight stay. Our aim is to make sure that on the day they move in, Tree Tops House feels like a home and their bedroom is their safe space.

From the day of admission they will then have a full induction into the home where they will help us to update the information we hold about them, tell us more about their likes and dislikes and register with the relevant health professionals. If they are in education this will continue otherwise they will be fully engaged in an in-house educational program during the school day.

Contact with friends and family:

Maintaining contact with family, carers and friends is a vital aspect of the work undertaken by the team at Tree Tops House. Home contact is fully encouraged, promoted and supported, as are visits to Tree Tops House where contact is appropriate. All travel

arrangements will be discussed and agreed prior to admission as well as reviewed regularly. Children/young people have access to Tree Tops House main phone and calls can be made and received in privacy in their bedrooms if appropriate. Calls will not be monitored unless required to do so, authorised by the social worker.

All positive relationships are encouraged and worked upon by the team internally and externally surrounding the young person, we welcome visits from friends to Tree Tops House in agreement with those in the home.

If it has been decided that they are not able to have contact with someone arising because of safeguarding concerns, staff will talk to them about this and go through the necessity to keep a young person safe.

The home provides WIFI throughout but currently access to social media is limited to handheld devices i.e. phones or tablets. During the educational day the internet is deactivated, to minimise the risk of young people sitting in their rooms not engaging and being engrossed in the online world, unless needed for in-house educational tasks which will be done using home property.

We will work with the young person, their family and social worker as appropriate to ensure that social media is used safely and will support with any monitoring that is required. We will make sure that age recommendations for all social media and sites are adhered to and support the young people around safe use of internet through key working sessions and house meetings. We regularly receive updates from local schools around 'hot topics and information about current social media and game trends which we share with the staff and young people.

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

A healthy lifestyle is encouraged for all young people. We recognise that for some we will need to make additional efforts to ensure they participate and access quality leisure and social time. Tree Tops House will actively support young people to engage in out of school, extra curricula activities or personal interests/hobbies. This support would typically include a genuine interest and encouragement from the staff team. We are active participants and will encourage and participate to ensure the young person's enthusiasm is maintained. This improves the young person's self-esteem and sense of wellbeing.

We have access to transport to increase the opportunities for everyone to enjoy and participate in fun and leisure-based activities together. There is a significant emphasis from Tree Tops House on the benefits gained by all in participation of group based as well as solo activities. These group activities don't have to take place with those residing within the home, but through other group activities within the community i.e. football team. We believe this helps build relationships and provides another opportunity for social learning, building self-esteem, confidence and trust.

Each week the young people will have the opportunity to meet with staff and suggest what activities they wish to do for the week. This will be part of an ongoing calendar of activities that includes after school and school holiday activities. In addition, there will be some special activities that will be linked to rewards, recognition of progress and special events.

We understand that not every young person is able to communicate verbally so we will ensure that every young person's voice is heard using communication aids such as Widget/ PECS. Tree Tops house uses social stories, weekly planners, daily routines and now and next boards to enable the young people to be able to communicate their views, wishes and feelings. This will continuously be developed to ensure Tree Tops House meets the needs of the young people.

Young people are supported in attending important religious and cultural festivals if they wish.

It is important that young people retain their religious and cultural identity. Full support and encouragement of religious observance in consultation with parents/local authority will be given to achieve this.

Any specific religious belief or faith practiced by a child will be recognised, respected and every effort made to ensure that the appropriate local place of worship is available so that the young person can participate in religious observance appropriate to their age. All information will be included in the young person placement plan and additional training will be supplied to the staff team should the need arise.

Any specific cultural requirements will be considered and where appropriate will become a part of Tree Tops House such as cultural dress and dietary requirements.

Children's Rights and Anti Discriminatory Practice

We believe that all young people, whatever their background, ethnicity or gender, have the right to be treated fairly, equally and with respect. We encourage all young people to value themselves and others and to respect who and what is around them. We work with the young people to understand their own rights and responsibilities, ensuring that their voice is heard.

We do this through key working, house meetings, feedback and our complaints procedure as well as signposting to external support in our young person's information folder. We continue to review this subject with the young people to ensure that they know what their rights are and how this relates to them on a day-to-day basis. We will ensure that our information is formatted to meet individual communication needs.

Tree Tops House has an Anti-Discriminatory policy, procedure and staff receive online training which ensures all practice is underpinned by awareness making it clear their responsibility to challenge and report discriminatory practice and behaviours. Where necessary such practice is addressed with those concerned through supervision, performance management, or in more serious cases through the disciplinary procedures.

Safeguarding

Child Protection, safeguarding and promoting the welfare of children is everybody's business although our individual roles in the process may be different.

Our safeguarding policy is available on request from any of the staff team at Tree Tops House.

Safeguarding is one of our greatest concerns: Tree Tops House works in liaison with the local and placing Children's Services office and has developed an in-depth Child Protection Policy

and local procedures, all in accordance with Regulation 12 of the Children's Homes Regulations 2015.

All Safeguarding issues will be taken seriously and in no circumstances will they, or the disclosures, be taken lightly or ignored. These issues will be investigated according to the local and placing authorities' Safeguarding Procedures

All team members are trained in recognising, understanding, and reporting safeguarding concerns. The registered manager is the designated safeguarding officer, supported by the deputy and responsible individual. We have a good working relationship with our Local Designated Safeguarding Officer who we can call upon to take advice and support.

There is an escalation process within the home should individuals be concerned with how management have dealt with things or have concerns about the manager themselves. This information is also contained within the young person's guide.

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

Tree Tops House recognises that bullying can happen to anyone at any age. Bullying can be defined as aggressive and threatening behaviour that is designed to intimidate or persecute other people and can come in a variety of formats typically categorised as; Verbal, Physical, Social, Emotional and Cyber bullying and can be further broken down into a variety of kinds of bullying that include; Homophobic, Racist and sexist.

During induction, team members are made aware of the homes bullying policy and are given guidance on how to recognise bullying and instructions on how to respond to any incidents of bullying, they also have additional training on how to respond to this.

Young people at Tree Tops House are made aware of the expectations regarding bullying through the young person's guide, young people meetings and also during key worker sessions. All young people are encouraged to report any occurrences of bullying to team members, and the staff will work with them around bullying concerns/understanding in key working and house meetings.

Where incidents of bullying occur, these will be thoroughly yet sensitively handled and resolved. We have a zero tolerance to bullying within Tree Tops House.

Running Away or Going Missing

A missing child or unauthorised absence has a strict set of procedures for notification to which Tree Tops House strictly adheres to in accordance with regulations, this includes an individualised protocol per young person. This protocol is a specific plan on how to manage a MISPER based on their individual risk assessments in line with the local police procedures following the Philomena Protocol. We understand that young people residing at Tree Tops House are particularly more vulnerable to leave the home due to their diagnosis.

When young people are late, stay out beyond the time when they should have returned, have left the home without permission, and are missing, after allowing for possible delays, team members will make all reasonable attempts to locate them, for example telephoning mobiles, family and friends, searching the local area or known favourite places. If these initial attempts

to locate them are unsuccessful then their absence is reported to the Police at the appropriate level. Attempts to locate missing and absent young people will continue at regular intervals, both before and after reporting them missing until they are either located or they return. An on-going risk assessment will continue until they have returned to a place of safety.

In deciding when to contact the Police in conjunction with the manager and/or on-call, team members will take into account the young person's age, what time of day or night it is, whether the young person has gone missing before and whether they consider that he or she might be in danger or at risk, based on current knowledge in their risk assessment.

Regular notification to parents or those with parental responsibility takes place if a young person remains missing. Young people returning from such an absence are welcomed back by team members, checking that they are okay and have come to no harm. Ideally the police or local authority will carry out a return to care visit, but we are aware that this may not always be possible due to other emergencies. The team members aim to work with them to establish strategies in order to reduce risk and triggers that may have caused the initial problem.

All policies and procedures with respect to Safeguarding, Preventing Bullying, Missing Child are held in the office and online and are available if required.

Complaints and compliments

We believe that complaints and compliments are a valuable indicator and an opportunity to improve the quality of care at Tree Tops House. We welcome comments and compliments about all aspects of care we provide and seek to share these with the young people, parents/carers and other professionals. It is very important to us to seek the feedback from the young people around the quality of care they are receiving. At Tree Tops House we have comments, compliments and complaints slips as well as suggestion forms for the young people to complete. House meetings, key working and independent visits are all other forms of gaining valuable feedback from the young people, as well as day to day conversations about what they do and don't like.

Our complaints procedure is available in the young person's guide and complaint forms available for young people in the young person's information file.

We encourage young people to instigate the complaints procedure whenever they feel that this is necessary, and staff will actively encourage this through effective key working and day to day support.

At Tree Tops House we recognise that not all young people may not be able to express this verbally, therefore, staff are alert to other indicators that suggest young people are unhappy about something or someone. Often this can be communicated through behaviours, incidents or refusals. This will be identifiable by knowing the young person and having detailed support plans, positive behavioural support plans and risk assessments.

A complaint by a young person can be made to a staff member, the manager, their social worker, the Responsible individual or externally to Ofsted or charities such as Child line. Within the home young people have access to a phone if they need to make private calls.

Complaints from families or relevant adults in young people's life will also be subject to the same processes.

Children and or young people can also contact any of the following:

Childline: 0800 1111

Who Cares: 0500 564570

Ofsted: 0300 123 4666

To encourage high standards and expectations in an environment of transparency and accountability Tree Tops House has a system whereby team members can bring to notice issues they feel are poor practice. The Registered Manager, on receiving a compliment, comment, concern, or complaint, will respond to the individual acknowledging the complaint and setting out timescales for a response. This may require a referral to the Disciplinary Procedure. There are also a range of supportive systems for ensuring any poor practice is corrected. Should team members feel unable to discuss the matter, then they may choose to use our "Whistle Blowing" Policy which assures confidentiality whilst providing the opportunity to raise a work practice concern.

Behaviour Support

The staff at Tree Tops House will provide a warm, caring and supportive environment with an emphasis on treating young people with respect. This will be underpinned by clear boundaries, expectations and accountabilities.

A copy of our behaviour management policy is available from within the office which the team at Tree Tops House can access on anyone's behalf.

Tree Tops House has a comprehensive and individual policy for managing behaviour in accordance with the Children's Homes Regulations 2015. This enables our young people to develop socially acceptable behaviours through providing firm, fair and consistent boundaries and expectations.

Team members respond promptly to acknowledge positive behaviour and to address and support unacceptable/challenging behaviour. Our aim is that this, along with team members positively role-modelling appropriate behaviour, will lead by example and enable young people to consider alternative ways of how to manage themselves and their behaviour as well as understand and deal with their frustrations, anxiety, anger, fears, happiness, etc.

In order to promote and support positive behaviour, Tree Tops House uses a structured behavioural management system that identifies (through observation, assessment and trends) Pro-active and Re-active strategies to maximise wanted behaviour and reduce incidents of unwanted behaviours.

Tree Tops House staff recognise that individual positive behavioural support plans must be flexible and responsive to each young person, and each plan will vary according to their unique situation; however, all actions and interventions will be based upon the framework of security, respect, acknowledgement, praise and reward. An agreed approach from the whole

team will be required to ensure this is systematic and everyone is informed about issues of risk and agreed responses.

Tree Tops House has a responsibility to ensure that all children/young people have access to an environment which is safe, supportive and non-threatening. Appropriate, fair and proportionate rewards and consequences are implemented as soon as possible after the desirable or undesirable behaviour has occurred. They are directly linked to the behaviour when possible, ensuring the consequence has 'meaning' for the children/young people as well as learning.

All rewards and consequences are recorded and discussed with the young person to gain their views on them and to review their effectiveness.

Tree Tops House uses positive behaviour support in order to:

- * Manage the environment to reduce the risk of conflict, harm and / or physical intervention
- * Help reduce challenging behaviour by teaching young people different ways to express their emotions
- * Support young people to engage in things they enjoy
- * Support young people to progress with life skills and independent living
- * Reinforce to the young people when they make positive choices

De-escalation and the use of Physical Intervention

Team Teach is the preferred technique used within Tree Tops House. All staff will have received an in-house two-day course and then a one-day bi-annual refresher, all accredited by Team Teach who are currently developing their practice with BILD and focussing on restraint reduction approach. The instructor assesses the staff during the training to ensure that they are competent at delivering safe and supportive techniques at times of need. Restraint will only be used as the last resort and if clearly identified as part of the young person's positive behaviour support plan and agreed by all professionals and parents around the child/young person.

All incidents of restraint are recorded on a physical intervention form on our Mentor system; this includes debriefs with the young person involved and the staff around its effectiveness in minimising risk.

Behaviour Management is supported by the Team Teach approach, which focuses on de-escalation as 95% of its practice. This encompasses the use of Physical Intervention within a caring ethos. Further information about Team Teach can be gained by visiting their web site www.team-teach.co.uk.

All incidents are monitored, and this information assists in the review of positive behavioural support plans, as well as the competence of staff safely supporting young people during these times.

Education

It is our aim that young people will continue their current educational placement when moving to Tree Tops House, if this is possible, although we appreciate that not all young people will be actively involved in education for various reasons.

Aspirations and expectations around school attendance, participation in alternative education and learning are high priorities for Tree Tops House. We will ensure that we are supporting the young people to achieve the outcomes identified in their Education and Health Care Plans (EHCP), where established.

Tree Tops House will endeavour to ensure that all children and young people are undertaking an education programme that is appropriate for them and will ensure that relationships with schools, teachers and education services are productive and effective.

The Registered Manager will ensure that channels of communication between school and Tree Tops House are open and consistent. Keyworkers are responsible for organising regular link meetings with all school professionals, monitoring progress of PEPs and extra-curricular engagement and parent and carer meetings.

Children and young people will have access to a library of educational resources, including the facility of IT based learning support tools. In addition to the private space of children & young people in their bedrooms, specific areas have been identified for homework or out of school learning on a temporary basis i.e. during an exclusion.

All resources required for school will be provided by Tree Tops House and the School in which the young person is registered with. Young people will be encouraged to take up opportunities for further learning and development.

Health

Young people are involved in creating a Healthcare Plan individual to their needs, so they take responsibility for their care and help us identify areas that require our assistance and attention. When arriving at the home, all young people will be registered with relevant local professionals for their own health needs, on occasions if the locality is similar then they will be able to remain with the local team i.e. CAMHS. Staff are proactive in arranging appointments when required and ensuring any check-ups due are booked in a timely manner. Should it be required for a health reason, we will take the weights of the children as requested, at an interval agreed with those requesting the data. Discussions with GP's for referrals to other professionals will take place when needed i.e. CAMHS. LAC medicals will be supported annually as requested.

A full medical history of the young people, including details of any current prescribed medication and full immunisation history is maintained by Tree Tops House along with Medical Consent Forms authorising Tree Tops House staff to action medical needs. Those providing such consent are kept fully informed.

Tree Tops House doesn't supply any in-house therapeutic provision unless given to use by a trained therapist to support in house i.e. sensory diets or any healthcare issues and treatments required.

Physical Health:

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All children and young people will be enrolled with a GP and if needed, an appointment made for a check-up. Currently GPs are not offering many general check-ups' due to COVID-19 changes and will only offer appointments when there is a need. Other areas including oral hygiene and eye health will also be regularly checked at the appropriate specialist places under their guidance.

Healthy Eating

Promoting healthy eating choices and educating young people about nutrition is an important part of healthy living. Sharing mealtimes and enjoying food together supports and educates young people about making sensible diet choices.

Young people will have the opportunity to lead on the main decisions around mealtimes, menu choices and grocery shopping. As appropriate, young people are encouraged to gain independence and life skills in relation to food and meal preparation.

Young people that require a special diet either for medical or cultural needs are catered for with all staff being fully aware of the individual need and how this is to be met. This will be clearly identified prior to admission wherever possible.

Staffing and leadership and management

The support staff team at Tree Tops House will include:

- One Registered Manager
- One Deputy Manager
- Three full time Team Leaders
- One part time Team Leader
- Support Workers (days)
- Support Workers (nights)

There is always a senior member of staff on call, who may be consulted for advice, support or to be informed of any serious incidents. This person will always be a trained DSO.

At Tree Tops House we will operate with a minimum number of staff on duty during the day and a waking night supported by a staff member sleeping. This will consistently be reviewed as the numbers of young people within the home changes. All staff requirements are risk assessed in relation to the needs of the young people and the experience levels of the staff.

Throughout the day, the Registered Manager or Deputy Manager will be based in the home and available for guidance and support to staff. They will be responsible for covering the floor when it is needed and will vary their shifts to offer support on various days and at various times.

Should a member of staff be unable to come into work, another member of the staff team or bank staff would, in the first instance, cover the shift. As a last resort, after trying the management team, our inducted agency will be used.

Training

Regular training is provided through a mixture of face-to-face based courses as well as an electronic 'e' learning training programme that includes a large variety of modules to meet with Quality Standards called Click Learning. It is organisational policy that team members should complete professional training to NVQ/Diploma level 3 within two years of their appointment and many team members also hold additional specific qualifications that enhance their skills, however we are enrolling staff on their level 4 within the company.

Mandatory regular training for all team members includes:

- Safeguarding Children
- First Aid
- The administration, storage and disposal of medication
- Health and Safety
- Fire prevention e-learning and fire warden training
- Food Hygiene
- Team Teach - Positive Handling and De-escalation

Supervision and Support

Staff can expect supervision sessions to be conducted at four-to-six-week intervals for staff. Supervisions are used to set targets to ensure growth in their role, talk through how the role is progressing to date and identify areas for improvement. These sessions feed into annual appraisals to ensure continued progression for staff.

All supervisions will be recorded, and any concerns highlighted and actioned. Supervisions can take place in many forms including group, individual, competencies and observations, all of which are utilised within the service.

All staff have their performance appraised at least annually after the 6-month probation review. This will include the views of the young people and is to identify level of performance achieved, targets for the coming year and agreed training needs to be met within the following year. Outstanding or emerging training requirements will be discussed through structured supervision, which will include time-bound personal development planning and performance improvement.

The registered manager receives supervision from the responsible individual monthly.

The staff team are also able to have clinical supervision with an external provider of whom the RI also receives supervision from monthly.

Staff are of both genders and sign up to a code of conduct upon entering employment that sets out expectations clearly on behaviour, attitude and positive role modelling. This is further supported in supervision with registered manager and appraisal to ensure positive behaviour role modelling is practiced by all staff monitoring and quality assurance

We have a Regulation 44 inspector who visits the home every month to review the quality of our service, and who meets and talks with children, their relatives and other professionals surrounding the young person. The Inspector provides a written report for the home, which is also shared with Ofsted.

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Quality monitoring of the home will be carried out by the registered manager and the responsible individual.

The home is inspected by Ofsted.

Appendix 1: Staff Team Profile

ROLE	RELEVANT QUALIFICATIONS AND EXPERIENCE
Registered Manager Stuart Horne	Stuart has extensive senior leadership background across children's residential, adult care, supported living, and domiciliary services Experience managing: • Single and multi-site services (including 3 homes simultaneously) • Large staff teams, recruitment, supervision, and performance management Proven track record of: • Opening new services • Ensuring full regulatory compliance (Ofsted & CQC) • Achieving consistent "Good" inspection outcomes • Strong operational oversight, including safeguarding, health & safety, and multi-agency working • Experience with commissioners and business development in previous regional role Stuart has over 15 years' experience in management roles and holds a QCF Level 5 Diploma in Leadership for Health and Social Care and Children and Young People, reflecting his leadership capability and commitment to high standards of care. Stuart is also currently completing the Level 5 Diploma in Children's Residential Care.
Deputy Manager Anna Adamska Kluza	Anna has worked for recruitment and social care providers, holds QCF Level 5 Diploma in Management and Leadership in Social Care for adults and children. Enrolled on level 5 Children's Residential
Team Leader Lilly Edwards	Lily has worked with Children for approximately 4 years, qualified in level 3 Early Years and Childcare, Lily has worked with children with complex needs.

Team Leader Megan Hignett	Megan has experience as a sessional Youth worker, before applying for the position. Megan is confident worker who has been promoted to senior role.
Team Leader (Part time) Ana-Elise Gonzalez-Barrera	Ana has completed her Level 3 in children and young people's workforce. Ana has previously worked in children's home since 2018 and before this was working as nanny within family homes. Ana also has experience in working with adults with learning difficulties. Ana has studied social work at university. Ana currently works full time as an outreach worker for homeless adults and families.
Team Leader Maysie-Lou Andrews	Maysie started working at Treetops in January 2026, Maysie has gained 11 months experience in our other children's home and has progressed to Team Leader in July and is planned to move to our new home that we are opening in the near future.
Team Leader Julie Smith Currently under secondment for Ria House	Julie has experience working with children in various settings and has completed SVQ 3 Children and young people.
Residential Support Worker Elly Newman	Elly commenced work as a bank staff member in February 2024 and transitioned to a full-time role in May 2026. She holds a degree in Psychology, and she has expressed a clear interest in pursuing a career working with children.
Residential Support Worker Eeliaa Dobson	Eeliaa started working for Treetops with Treetops in April 24 and has previously worked as a teaching assistant for children with learning disabilities.
BANK Residential Support Worker Chloe Sanders	Chloe started working for Treetops in November 2024. Worked with the ambulance services, taking 999 calls. Experience with SEN child.
Residential support worker Amonin Kouome	Amonin has over 8 years care experience, mainly within adults' sector. She is progressing within her role at Children homes and has confidence while working with young people.
Residential Support Worker Paige Chapman	Paige started working at Treetops in January 2026, she has gained experience in a care setting, this is her first post working with children, Paige has experience as a carer to her stepdaughter.
Night Support Worker Olayinka Opadiran	Olayinka has worked st Treetops as an agency staff member since 2023 and has taken a full-time position within the home
Residential Support Worker Sacha Ferrin	Sacha joined Treetops in May 2026, experience in supporting adults with learning disabilities.
Residential Support Worker BANK Residential Support Worker Bhavesh Gajera	Bhavesh has joined on a bank contract, and his experience includes working with elderly care in residential home and supported living with adults with Learning difficulties.

BANK Residential Support Worker Jason Dateshidze	Jason joined Treetops in November 2025, he has completed a degree in Psychology, Sociology and Business study's and this will be his first position working with children.
BANK Residential Support Worker Domingo Yedro-Velazquez	Domingo joined Treetops in January 2026, he has experience in Health Care, working as a support worker with adults, this is his first position working with children.
BANK Residential Support Worker Jessica Cole	Jessica joined Treetops in January 2026, she is working as a bank support worker alongside her university degree in midwifery, Jessica has worked in catering, and this is her first position working with children.
Bank Residential Support Worker Ellie Miller	Ellie joined Treetops in January 2026 as bank support worker, she has experience working in adult care, this is her first position in children's homes.
David Gallichan Support Support Worker	David joined Treetops in April 2026, he has experience as a support worker with adults.
Bank Residential Support Worker Ewa Nazimek	Ewa joined Treetops in January 2026, she has experience working with children in another setting.
John Tsokwe Bank Support Worker	John joined Treetops in April 2026, his background includes care assistant and support worker for adults.
Night Support Worker Lovet Nkwenti	A dedicated and compassionate Support Worker with over 8 years of experience in the health care sector.
Patience Leke	Patience started working for Treetops in January 24 and has worked within social care supporting young people since 2022.

Appendix 2: Staff Diagram

Staff Organisational Structure

Registered Manager Stuart Horne

Deputy Manager Anna Adamska Kluza

Team Leaders:

Megan Hignett enrolled to level 4

Lilly Edwards enrolled to level 4

Julie Smith completed level 3 Currently under secondment to Ria House

Maysie Andrews enrolled to level 4

Ana-Elise Gonzalez-Barrera completed level 3

Support Workers Days:

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Elly Newman

Eelias Dobson enrolled to level 4

Chloe Sanders University student

Jessica Cole University student

Amonin Koume enrolled to level 4

Sacha Ferrin (level 4) awaiting during probation period

Bhavesh Gajera (level 4) awaiting during probation period

Jason Dateshidze (level 4) awaiting during probation period

Domingo Yedro-Velazquez (level 4) awaiting during probation period

Paige Chapman (level 4) awaiting during probation period

Maysie-Lou Andrews enrolled to level 4

John Tsokwe (level 4) awaiting during probation period

David Gallichan (level 4) awaiting during probation period

Ellie Miller Bank Residential Support Worker

Ewa Nazimek Bank Residential Support Worker

Support Worker Nights:

Lovet Nkwenti enrolled to level 4

Patience Leke (level 4) awaiting as during probation period

Olayinka Opadiran (level 4) awaiting during probation period

Appendix 3: Contact Details

REGISTERED PROVIDER

Contact Details:

Tuctyn

Nutburn Road

North Baddesley

Hampshire

Assure Care Homes LTD

Statement of Purpose Tree Tops House

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. eg
 - DSL Training
 - Safer Recruitment
 - County lines
 - Oliver McGowan

Contact Details:

Tuctyn
Nutburn Road
North Baddesley
Hampshire
SO52 9DX

cnewman@assurecarehomes.com

REGISTERED MANAGER

Registered Manager: Stuart Horne

Contact Details:

Address:

43 Upper Northam Road,
Hedge End,
Southampton,
SO30 4EA

Statement of Purpose Tree Tops House

Email: s.horne@assurecarehomes.com
Phone: 01489781152

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: Stuart Horne

Date: 06.07.2026

Statement of Purpose approved and signed by Responsible Individual.

Name: Chris Newman

Date: 06.07.2026

Appendix 4: Additional external contact details

Ofsted:

www.ofsted.gov.uk

Email: enquiries@ofsted.gov.uk

Telephone 0300 123 1231

Ofsted
Clive House
70 Petty France
London
SW1H 9EX

Statement of Purpose Tree Tops House

The Children's' Commissioner:

Telephone 0800 528 0731

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