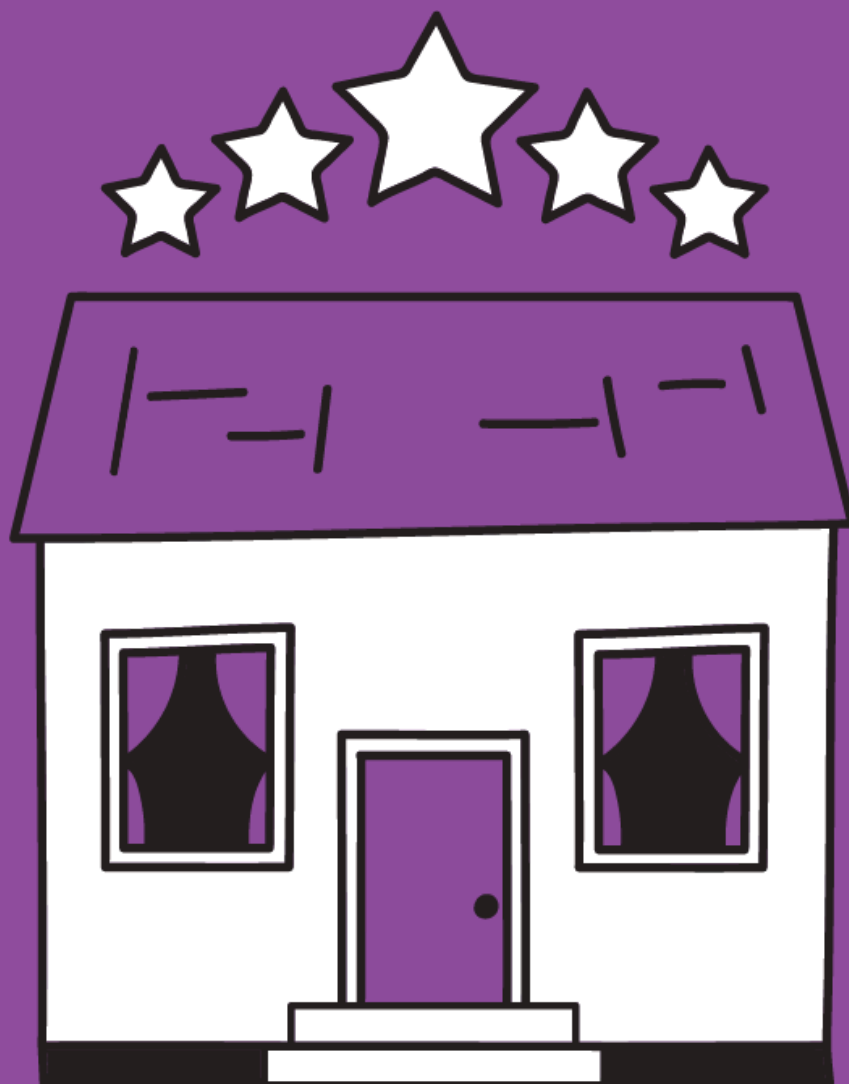


Statement of Purpose



Contents



1. Emerald House: The Children and Young People We Look After
2. Ethos, Aims and Objectives
3. Description of the Locality of the Home and Local Amenities
4. The Arrangements for the Provisions to Meet the Cultural and Religious Needs of Young People Accommodated in the Home
5. How to Make a Complaint
6. The Views, Wishes and Feelings of Children and Young People
7. Education
8. Enjoying and Achieving
9. Health Considerations
10. Positive Relationships
11. The Protection of Children & Young People
12. Behaviour Management
13. Leadership & Management Team
14. Care Planning
15. Monitoring & Surveillance
16. The Team at Emerald House

Introduction

Storyy Homes is a new and innovative company that is part of the Storyy Holdings Group. Our practice is in accordance with the Care Standards Act 2000, the Children's Homes Regulations 2015 and the guide to the Children's Homes Regulations including the quality standards. The children's home will be regulated by OFSTED.

Emerald House accommodates up to four children and young people from aged 8 to 18 years old, male, or female, who experience emotional and behavioural difficulties and may have a range of complex needs.

Some children and young people considered to live at Storyy Homes may have a history of social services intervention and may have already experienced multiple, failed placements and may be placed out of borough. Some children and young people may exhibit challenging behaviours that could exclude them from being fostered, with residential care being the best option for these children or young people.

Placements will be carefully and meticulously planned, and we will consider matching all young people in the home. We strongly believe that we can ensure that residential care will be a positive experience and the practice of the home and engagement with our young people will make this a reality.





Emerald House: The Children & Young People We Look After

Emerald House, is a large, detached house in Earley, which offers 4 bedrooms for children and young people. There are communal rooms to allow the children and young people space to relax and one of these rooms is a large area where our children and young people can enjoy arts and crafts, as well as an IT and games area.

The house has been completely renovated by a trusted build team and project managed by our housing director Peter Licourinos undergoing all planning and permissions required. The house has been designed with the input of the Royal Borough of Windsor and Maidenhead commissioners and a group of 15 young people and children in care. We took them on a tour of the house whilst it was being renovated, we then asked for their suggestions for the ideal layout and usage of the home.

These views were taken into consideration, and our outbuilding now has a sensory/calm zone and an arts and crafts area. The accommodation is decorated and maintained to a very high standard, providing a friendly and homely atmosphere. We encourage our young people to personalise their bedrooms upon arrival, and when decorating the communal areas their choice of colours taken into consideration.

We recognise the importance of providing a home where children and young people can learn to live and enjoy one another's company. The lounge is warmly and tastefully decorated and comfortable, it is equipped with comfy sofas and a large screen television. The home has a separate kitchen/ dining area where our young people can benefit from family experiences, such as eating and enjoying meals together.

We understand that mealtimes can be excellent opportunities for both casual catch ups and richer sources of conversation. For some children and young people, Emerald House may be home for a significant part of their childhood. For others, the home will be a steppingstone to other placements such as foster care, semi-independent living or a return to the parental home.



Ethos, Aims & Outcomes

The ethos of Emerald House is to create a safe and nurturing environment that prioritises the well-being of all our children and young people, fostering their positive development and progress. Our homes are designed to offer a consistent, caring atmosphere, utilising a professional and therapeutic approach to set boundaries and maintain realistic expectations. This allows for the formation of healthy, positive relationships between the staff and our young residents. Our goal is to provide enriching experiences that help our children and young people grow and develop a sense of belonging.

We aim to be proactive in seeking and establishing a true and clear picture of each child and young person's unique and specific needs and wishes prior to moving into our homes. We are aware that gathering information and a picture of the young person can be challenging, however, knowing the information about their character, individuality and what makes them special and unique is crucial to success for the individual placement.

We use attachment and trauma informed approaches and work with therapeutic parenting techniques based on the principles of Dyadic Developmental Practice (DDP). Our staff are trained to provide support for the children and young people with an attitude of Playfulness, Acceptance, Curiosity and Empathy (PACE). This approach recognises the impact that trauma has on child development and provides a basis for developing attachment security through consistent and attuned approaches.

Keeping our children and young people safe is paramount and therefore risk assessments are clear, detailed and effective, with clear roles for the adults and the professionals involved in risk management strategies, we believe that young people should be supported to manage risk where this is appropriate and ensure we are not being risk adverse. Each child or young person is significant in helping us understand how together we manage and reduce any risks.





Description of the Location of the Home

The home provides an opportunity for children to live within the community town environment. Staff and young people will be able to access the amenities of the town centre and also access local parks, walks in the community and ample local activities. These include the local activity centres, bowling, cinema, pool, as well as a vast number of sports clubs activities, ice-skating, and community clubs to choose from such as football, youth clubs, scouts, karate and trampolining.

There are also several statutory amenities which can be accessed such as a hospital, health centres, places of worship and therapeutic services.

There are several primary and secondary schools within a short distance from the home, Reading college is a short bus journey away and in the other direction we have Bracknell College.





The Arrangements for Supporting the Cultural, Linguistic & Religious Needs of Young People Accommodated in the Home

At Emerald House we recognise the importance of culture, ethnicity, and religion. We support children/young people to define themselves and learn about their roots, as well as establishing themselves in their new home and community. The cultural and ethnicity needs of the child/young person will be explored and assessed at the referral stage and as they settle into the home; and training/ resources will be sourced as required.

Any child/ young person who has additional communication needs or who has English as a second language will be referred for assessment and support services to meet their individual needs. The staff team is committed to actively supporting children and young people in expressing their beliefs, whether that involves providing specific food options or clothing. Staff will assist each child or young person in practicing their chosen religion, which may include attending a place of worship or observing important religious days.

In our local area, there are cultural and religious opportunities for young people to participate in, such as community groups and places of worship, where they are encouraged to practice their chosen faith. Reading is also a culturally rich town that hosts a variety of religious celebrations. Staff will undergo the necessary research and training to support children and young people in maintaining their religious practices.

At Emerald House, we are committed to inclusivity and do not discriminate. We celebrate diversity and will provide additional training for staff to enhance individual care planning. We will also consult external resources and specialists to ensure that young people with learning difficulties, emotional challenges, or behavioural concerns receive tailored support to meet their specific needs..

We are committed to supporting equality and diversity, and we actively challenge situations where these values are not upheld. We foster a non-judgmental attitude toward sexuality and gender among both young people and staff, rejecting any form of labelling. Our policies and procedures reflect our inclusive approach, ensuring that there are clear guidelines for raising concerns. This safeguards the individual views of children, young people, and staff, both within our home and in the broader community.





The following policies are available on request:

Complaints Policy Safeguarding Concerns, including Allegations against Staff Positive Behaviour Support (Including Restraint and Physical Intervention) All those involved in the care of children/young people may also request these policies via the Responsible Individual.

Responsible Individual: Chloe Valentine

Contact Number: 07930 762389

Email Address: chloe.valentine@storyy.group

Business Address: 10 Beech Court, Wokingham Road, Hurst, Berkshire, RG10 0RQ

Telephone: 01344 987877

Website: www.storyy.group

Email: hello@storyy.group

All other policy documents referred to in this Statement of Purpose are available on request, with a justification of need.





How to Make a Complaint

Children and young people will be supported in understanding how to make representations and complaints, and we will promote advocacy and legal representation as needed. Upon admission, children, young people and those with parental responsibilities will receive a children's guide that outlines our homes' approach to care and provides a clear process for filing a complaint if there are concerns about service quality. We will ensure that this guide is presented in an accessible format to aid understanding, and we will treat all complaints as significant. Staff will also receive training on the complaint procedure.

At Emerald House, we define a complaint as any written or verbal expression from a young person, representative, relative, or significant individual regarding the quality of care. All internal complaints will be managed according to the timelines and decisions outlined in our complaints policy and procedure. Emerald House will fully cooperate with any complaints handled by the placing authority.

For anyone wishing to share a complaint, you can email the Registered Home Manager, Bethany Lewin, at Bethany.lewin@storyy.group.co.uk or call 07949 408473.

A copy of the Complaint Form is included in this Statement of Purpose (see Appendix A).



Registered Home
Manager Bethany Lewin
bethany.lewin@storyy.group



Storyy Homes
Responsible Individual
chloe.valentine@storyy.group



To access our complaints
policy email
hello@storyy.group





The Views, Wishes & Feelings of Children & Young People

At Emerald House, every child will have the chance to influence the home environment. We will respect the rights of children and young people, providing them with information and choices about their daily lives and care, in collaboration with their families and professionals. Children and young people's views are taken onboard, on a daily basis such as activities they want to participate in. Views, wishes and feelings are sought every week during their Little Get Together meeting, and their individual reviews. Consultation is sought from the young people for the regulation 45 report which the manager completes every 6 months. We hold regular feedback quizzes, have a "let us know" suggestion box and every week the young people are asked about their ideas for the following weeks dinner menu, as well as activity choices and clubs they may wish to participate in.

Key working provides each child or young person with a formal mechanism to express themselves as well as have their views and comments recorded. Staff aim for our children and young people to form healthy and positive attachments with them, thereby giving them a feeling of belonging. This means that our young people's views, wishes and feelings and their experience of the quality of care are not only listened to but acted upon. All children living in our homes have the right to access an independent advocate and we will seek advice from the children's commissioner to support independent advice and advocacy for children in our care.

Staff will ensure that our children and young people know how to access the internal complaints procedure and will take complaints forward on behalf of our young people. Staff will inform children and young people of their right to speak to someone independent of the home such as their IRO, Social Worker, advocate, children's rights commissioner, OFSTED, or independent visitor. This is outlined in our children's guide and details will be accessible within the homes folder, located in our Dining room which will also include details of each young person's local authorities complaints procedure.





We believe that Story Homes are efficient and effective with the active involvement of our children and young people; listening and hearing what they are saying and responding to their views, wishes and feelings is paramount to their care and support. We aim to ensure that all the children and young people have a voice, no matter how small or big their concern or request is, we will ensure they are heard, and that they feel valued. We are dedicated to ensuring that children, young people, staff, visitors, and their families have equal opportunities and freedoms, free from discrimination. We will respect and celebrate diversity, challenge oppressive behaviours, and encourage young people to foster non-discriminatory attitudes, enabling them to live positively and harmoniously within our diverse society.

We recognise that each child and young person has a unique identity, and we will provide resource-led support both internally and externally to help them understand the various identities that exist in today's world. Our staff reflects a diverse culture, encompassing different races, backgrounds, ages, and sexual orientations, to help young people embrace a more accepting way of life. We will encourage children to celebrate diversity and equality by promoting our core rights at Emerald House, which are grounded in the principles of the Human Rights Act:

Equality: To be treated equally, free from discrimination and abuse.

Fairness: To be cared for by individuals who understand each child's unique needs and offer a fair approach.

Respect: To have privacy and confidentiality respected, while also acknowledging individual cultural, religious, and spiritual needs.

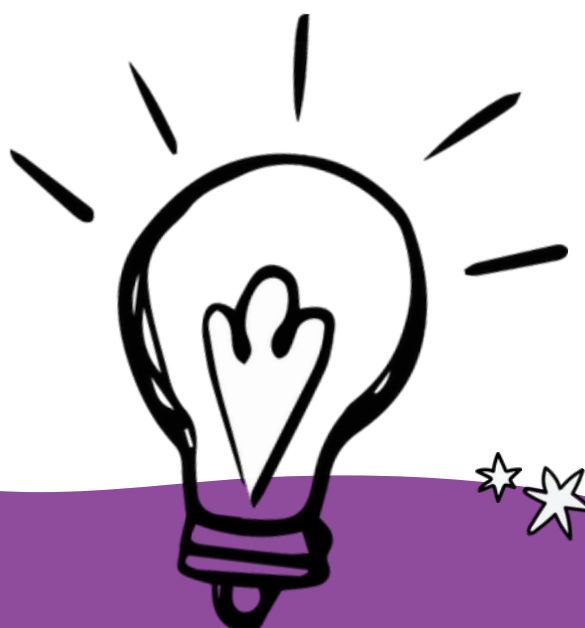
Dignity: To be free from negative, degrading, or inhumane treatment.

Privacy: To have personal space and belongings respected.

Right to Complain: To voice concerns about anything perceived as unfair or unjust and to have those complaints heard and addressed.

Education: To receive an education that enhances future opportunities.

Health: To receive prompt attention to healthcare needs, with a focus on promoting individual health and well-being.





Education

We are committed to promoting children and young people's educational achievement and ensuring we support them to fulfil their full academic potential. We do recognise that many of the children and young people in our care may have been out of education. It is important that we build their self-esteem and support them in recognising that, with some motivation on their part, they can achieve and take greater responsibility for their own future outcomes.

Where children and young people are excluded, we will offer alternative provision through Storyy AP, who will support them to return to mainstream education where appropriate. Storyy AP have built relationships with Wokingham LA and SEN department over the last 5 years, they work with several local mainstream and specialist schools. Staff will support the children and young people's education, health and care plan (EHCP) that outlines the young person's special educational, health, and social care needs. They will ensure that the specific, detailed, and quantified points in the plan that they can contribute to, are met to the highest standard. Staff will challenge others when they believe that professional practice is falling short of the expected standard and having a negative impact on their lives. Staff will attend the statutory review of the EHCP and give a view on how to further support the young person. Staff may request an EHCP if they deem it to be in the best interest of the young person. Should a local authority decline to make an assessment, staff will consider the reasons and if not satisfied will respectfully lodge an appeal for a "refusal to assess" hearing. Staff will work with other professionals for a formal diagnosis of the special educational needs and/or reports from other professionals such as an education psychologist.

Staff will support children and young people to develop their independent study skills. This will include providing the necessary resources and space within the home so young people can study. Here they will develop an understanding of the barriers to learning and help each child and young person understand the importance of a good education. Staff will ensure that schools follow statutory guidance on exclusions and any special provision for looked after children.





Each child or young person's Personal Education Plan (PEP) is an integral part of their care plan, and these arrangements are agreed upon admission or as soon as possible thereafter. The social worker and school, along with the manager of the home, will ensure that this is addressed and influenced by the young person and key worker.

Staff will report to and attend the PEP reviews and ensure that a copy of the PEP is kept in the home, accessible to staff. Where children are new to the area our team will liaise with the team around the child, the LA and any other professionals regarding the application to a local mainstream or SEN school.

Where children and young people are already attending an educational provision at the time of their admission, every effort will be made to ensure there is no interruption in their existing provision. Staff will attend any parent evenings at the school and ensure that a copy of the child or young person's school report is kept on file.





Enjoying & Achieving

Staff support each child and young person to develop interests and hobbies, whether this is within or outside of the home. We believe it is vital that children or young people take part in activities that they enjoy and if we do not already supply a particular activity, we look into any reasonable suggestion that is made. Young people can choose and discuss activities in various ways such as discussing with their keyworker or in a young people's meeting. We also offer a pocket money scheme; young people will be given a set amount and have the opportunity to earn more through contributing towards household tasks. We use positive behaviour strategies within our home and rewards will be given.

These activities can vary from trampolining to visiting theme parks and zoos. In addition, other community activities are encouraged such as charity and sports events. All activities and clubs will be appropriately risk assessed to ensure the children/young people's safety.

We encourage participation in group and individual activities. These range from physical activities such as cycling or going to the gym to games nights or art and craft within the home.





Health Considerations

At Emerald House we advocate for a positive approach towards the children/young peoples health and wellbeing. Upon admission to the home they will be registered with their own GP, dentist, optician and sexual health service as well as any other specialists the young people may be working with.

Every child or young person will have their emotional and mental health needs met with regular therapeutic key work sessions at the home with staff.

Any children or young people moving into the home who are prescribed medication will be supported by the staff, with the view to working towards self-administering independently when it is possible to do so.

All records in relation to medication will be kept on file along with medical history and allergies. All young people will undertake an annual health assessment carried out by a looked after children's nurse or doctor.

Our staff are trained in first aid and will assist children in maintaining positive physical health through healthy eating, regular physical activity, and personal hygiene. The home operates a strict non-smoking policy, and any child or young person who smokes will receive support through a smoking cessation program facilitated by their GP.





Positive Relationships

We recognise the huge benefit of harmonious and enjoyable visits between children and young people and their friends and family. Time with friends and family will be outlined in the Placement Planning Meeting and kept under review. Arranged time can be spent with friends and family either in the home or in the community as agreed, and risk assessed by the Social Worker. We understand that time with family and friends must be promoted, encouraged and be beneficial. We ensure that we place the child or young person at the centre of all these arrangements by acting on their behalf.

We always provide a welcoming and friendly atmosphere too for all the family and friends who visit young people. We encourage telephone contact and electronic, which we understand are communications such as email, video calls or Teams school. These are important to achieve individual aims and to facilitate any restrictions or limitations within the care plan.

All children and young people are encouraged to keep in communication with Social Workers either by participating in statutory visits or attending their reviews or telephone contact. The staff are encouraged to keep in regular communication with Social Workers, we submit a monthly report to the Social Workers and update them following incidents by sharing the incident reports/safeguarding concerns.

Young people will be encouraged to form healthy friendships with the others living at Emerald House and promote positive engagement and respect towards each other. Friendships will also be supported by peers in the community. Within our registered home we recognise bullying causes real distress and affects a person's health and development. That in some instances bullying can cause significant harm, and that all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation, have the right to equal protection from all types of harm or abuse.



Protection of Children & Young People



Emerald House DSO =

Registered Home Manager: Bethany Lewin

Contact Number: 07950 335905

Email Address: Bethany.lewin@storyy.group.co.uk

Business Address: 10 Beech Court, Wokingham Road, Hurst, Berkshire, RG10 0RQ

In the DSO's absence, the Deputy Home Manager takes the role of the DSO

Deputy Home Manager: Emma Garcia-Sanchez

Contact Number: 07592254792

Email Address: emma.garcia-sanchez@storyy.group

In manager's absence, or where a safeguarding allegation concerns managers, the Responsible Individual automatically takes on the role of the DSO.

Responsible Individual: Chloe Valentine

Contact Number: 07930 762389

Email Address: chloe.valentine@storyy.group

The Registered Manager and Deputy Home Manager will receive Designated Safeguarding Officer training (Level 3).

All other staff will be trained at Level 2.

Our Safeguarding Children Policy and Procedures must be followed alongside local inter-agency procedures, protocols & arrangements devised by our Local Safeguarding Team / Children Boards/Regional (Berkshire) Safeguarding Children Protocol

Emerald House has extensive safeguarding policies and procedures which are robust to manage and protect the safety and well-being of children, young people staff and visitors. Any safeguarding concerns relating to staff practice will be reported to the Local Authority Designated Officer (LADO).

Whistleblowing concerns in public interest can be shared with the DSO directly with the police, the Local Authority Designated Officer

(LADO); the National Society for the Prevention of Cruelty to Children's Whistleblowing helpline 0800 028 0285, or help@nspcc.org.uk; or Ofsted on 0300 1233155, or whistleblowing@ofsted.gov.uk. For any further information regarding safeguarding please email: hello@storyy.group



Behaviour Management

Therapeutic parenting –

Children and young people who have experienced trauma may develop negative perceptions of themselves and others, leading to feelings of shame, mistrust, anxiety, and fear, which can result in challenging behaviors. At Emerald House, our staff team adopts a therapeutic parenting approach centered on PACE—Playfulness, Acceptance, Curiosity, and Empathy. PACE is not a behavior management technique but rather a consistent attitude towards the child and culture within the home. This connection fosters a sense of security in the relationship, enabling the child to trust their carer when corrective boundaries are set.

Restraint reduction –

All staff will be trained in PRICE. This training focuses on de-escalation techniques and encourages restraint reduction. All staff understand that physical intervention is the last resort (floor restraint will not be used). Physical intervention will only be used to manage high risk situations. If a physical intervention is used, a record of this will be written within 24 hours, followed up by a debrief with the young person and staff member. The child or young person involved in the incident has the right to be examined by a registered medical professional and to discuss the incident with someone not connected to it. A similar process applies to the staff members involved. These discussions will focus on emotions, strategies for preventing future incidents, and the support provided during and after the situation. The Registered Manager will review all physical interventions that occur within the home.

In cases of significant risk to life or criminal activity, the police may be contacted as a last resort. However, our intention is not to press charges or criminalise young people. Therefore, the Registered Manager should be consulted before contacting the police whenever possible, and staff must discuss their reasons for pursuing charges with the Manager.

The Registered Manager will establish procedures and guidelines with the local police to minimise unnecessary callouts and avoid the criminalisation of behaviours.





Sanctions –

If sanctions for negative behaviour are imposed these are clear, reasonable and proportionate and all sanctions are robustly recorded. The Registered Manager oversees and evaluates the use of all sanctions and will challenge any practice where sanctions are either ineffective or seen as disproportionate.

Children who are absent/missing –

Individual risk assessments for monitoring the whereabouts of children and young people will be based on various factors, including age, independent skills, social skills, vulnerability to exploitation, offending behaviour, and identity. Emerald House may need to implement restriction and monitoring for young people who require additional safeguarding, or as mandated by external sources such as courts, police bail, or parental responsibility. Each child or young person at Emerald House will have a personalised "missing from care" risk assessment. If a child or young person is absent or missing, we will make every effort to locate them, including checking premises, reaching out to them and their friends or family via phone or social media, and searching areas they may frequent.

The young person's social worker or out-of-hours team will also be contacted. Staff will assess the situation and, in accordance with the child's individual plan, may contact the police to report them missing. When the child returns to the home, staff will handle the situation with care, as going missing is not a behaviour to be punished. Staff will evaluate the child's well-being and encourage them to discuss what prompted their departure and what occurred during their absence. An independent return home interview will be arranged to support the child and inform future risk assessments and management plans. If it is determined that a child or young person is unsafe due to external influences affecting their ability to remain safe, the home may convene a formal meeting with professionals to discuss the stability of their placement.



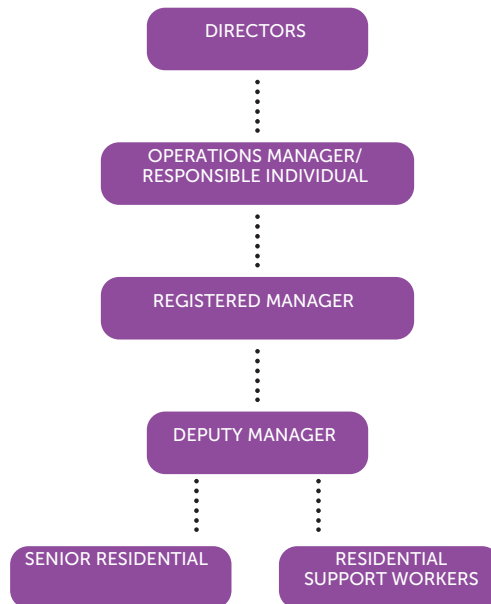
Leadership & Management

The Registered Provider: Storyy Homes

The Responsible Individual: Chloe Valentine

Registered Home Manager: Bethany Lewin

The Registered Address: 10 Beech Court, Wokingham Road, Hurst, Berkshire, RG10 0RQ



The Emerald House staff team will consist of a Registered Manager, Deputy Manager, Senior Residential Care Workers and Residential Care Workers. The staffing is dependent on the needs of the children living in the home and the team operate a flexible shift pattern in accordance with the needs of the young people. If circumstances dictate that additional staffing is required to meet the level of need, then we can utilise our team of Storyy Homes Bank Support Workers.

Supervision and on call:

Staff will receive supervision at least once a month from senior team members or managers trained in providing effective oversight. They will also have access to debriefing and learning support from the Registered Manager and Deputy Manager.

The supervision sessions will include the following agenda items:

- Actions from the previous supervision
- Probation or appraisal updates
- Well-being of the supervisee
- Managerial issues
- Reflective practice
- Continuing professional development
- Safeguarding and whistleblowing matters

Additionally, a manager or senior staff member will be on-call to address emergency situations.



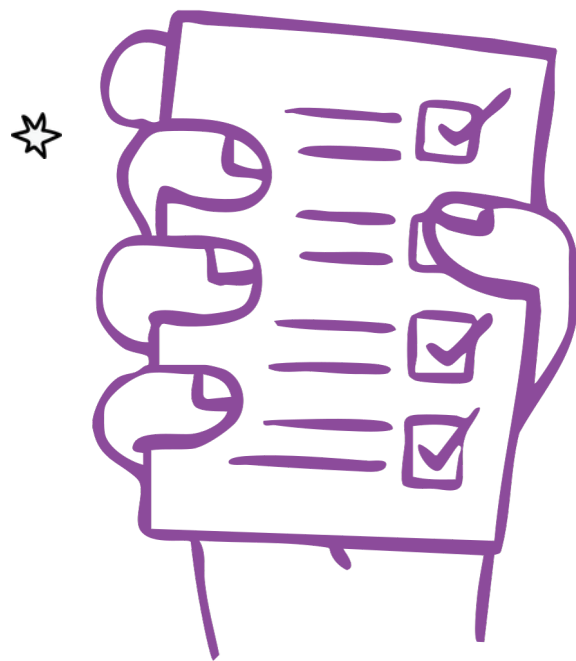
Training for Staff



All staff will undertake the following training:

- Anti-Bullying – Advanced Level (online)
- ADHD & Autism Advanced Level (online)
- COSHH (online)
- Equality & Diversity (online)
- First Aid Emergency (online)
- First Aid Paediatric (online and face-to-face)
- Ligature (online, with an in-home demonstration)
- CSE Foundation Level (online)
- Female Genital Mutilation (FGM) (online)
- Fire Safety (online)
- Food Safety (online)
- GDPR (online)
- Radicalisation & Extremism (online)
- Criminal Exploitation & County Lines (online)
- GDPR for Children’s Homes (online)
- Health & Nutrition Advanced Level (online)
- Health & Safety – Advanced level (online)
- Infection Control (online)
- Internet Safety (online)
- Introduction to Therapeutic Parenting (PACE) (face-to-face)
- Medication – Advanced Level (online)
- Psychological first aid (online)
- Reporting & Recording – Advanced Level (online)
- Risk Management & Safer Caring (online)
- Safeguarding Level 2 (online)
- Safer Recruitment (online for managers)
- Self-harm (online)
- PRICE – De-escalation and Physical Intervention (face-to-face)

Additional training will be agreed depending on the needs of the children and young people referred to the home.





Care Planning & Admissions

All referrals will be reviewed by the Registered Manager. If a decision is made to proceed, the Placing Authority will be asked to provide the child or young person's Care Plan, care status documentation, a chronology, any assessment reports, completed risk assessments, education reports (such as PEP and EHCP), health or therapy reports, and reports from their current placement. The child, along with their parent or Social Worker, will be invited to visit the home. If the young person is deemed a suitable referral at this stage, a pre-placement planning meeting will be conducted, and an impact risk assessment will be completed. We will ensure that the children are matched appropriately with our current or planned young people at Emerald House, in line with our statement of purpose and location risk assessment.



'Emergency' placements will only be considered if the child's known behavioural patterns, medical needs and family visit arrangements are clear before placement. We will require an individual placement request document outlining identified risks, ensuring that the child or young person can be kept safe within the local community if offered accommodation at Emerald House. There will be a review held within 72 hours with the local authority where a placement plan will be agreed. Additionally, it is essential that we do not disrupt the progress of other young people in the home.

Placement plans - Upon admission, we create a placement plan for each young person and review it within 28 days. Subsequently, all plans are updated every three months to detail how we will address the individual's needs, incorporating their views, wishes, and feelings. Alongside this, we will complete an independence checklist to monitor the young person's progress and establish targets within the placement plan. All placement plans will be shared with the relevant professionals.

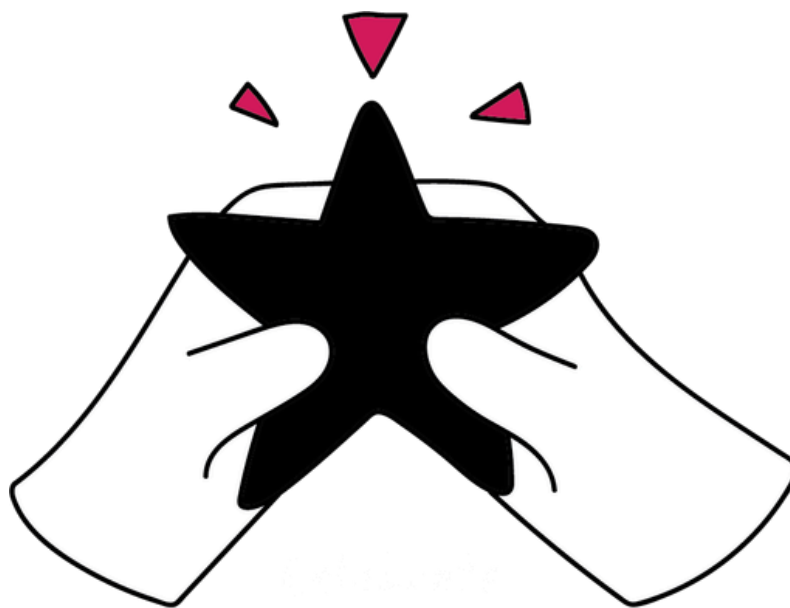




Monitoring & Surveillance

At Emerald House, we do not support the use of camera systems to monitor children, as we strive to create a homely environment. To enhance the safety of the children and young people, we monitor the entry and exit points of the property using an alarm that activates when a door is opened, as well as for bedrooms. It's important to note that these door alarms are not intended as a monitoring system or a behaviour management tool, but rather as a measure for safeguarding.

We will ensure that written consent for these systems is obtained from the Placing Authority and others with parental responsibility. Children and young people will be informed about the presence of these alarms. A policy outlining the use of door alarms is in place. The Registered Manager will oversee the use of the alarms and address any issues or concerns promptly.





The Team at Emerald

<p>Bethany Lewin (Registered Home Manager)</p>	<p>Bethany has worked with Children and Young People in a residential setting since 2021. Bethany has worked in a home which supported young people in emergency placements. During her time in this employment Bethany obtained her Level 3 Diploma in Residential Childcare. Bethany is enrolled to the Level 5 qualification in Leadership and Management and due to complete in November 2026. Bethany has been the registered manager of Emerald House since October 2025.</p>
<p>Emma Garcia-Sanchez (Deputy Manager)</p>	<p>Emma has worked with children since 2011 in a variety of settings, and has worked in a short-breaks residential home since 2016. Emma completed Level 3 in Children's Development while studying at college and she gained her Level 3 in Residential Childcare in 2020. Emma is enrolled to the Level 5 qualification in Leadership and Management and due to complete this November 2027.</p>
<p>Simon Seklranda (Residential Support Worker)</p>	<p>Simon had a strong passion for working with children, which began in Uganda, where he supported children in a school setting. Simon has also worked as part of a team, leading a care home for homeless children in Africa. Simon has 7 months of residential experience working with young boys who present with harmful sexual behaviours. Simon will be enrolled on the Level 4 upon complete of his probationary period in February 2026.</p>





Michael King (Residential Support Worker)	Michael has worked in SEN education for 7 years and is beginning a career in residential childcare. Michael will be enrolled on the Level 3 in Residential Childcare upon completing probation.
Charlie Gomes (Senior Residential Support Worker)	Charlie has worked within residential childcare for the last 10 years. He will be enrolled onto the level 3 in Residential childcare once he has completed his probation period in March 2026.
Kate Goddard (Senior Support Worker)	Kate has worked in supported accommodation settings with young people for the past three years, building strong experience in providing care and support within this environment. Prior to this, she spent 17 years working across various roles within the wider care sector, gaining broad and transferable experience. Kate also has experience working in residential childcare settings, further developing her skills in supporting vulnerable young people. She holds a Level 3 qualification in Health and Social Care and remains committed to delivering high-quality, person-centered care. Kate is enrolled on her Level 4 in Residential Child Care and is due to complete this in October 2027.
Daisy Hiles (Residential Support Worker)	Daisy has recently begun her career in residential childcare. She will be completing her level 3 in Residential Childcare once she as completed her probation period in March 2026.





storyy[®]

www.storyy.group / hello@storyy.group