

## WELCOME TO THE LOCAL OFFER FOR CHAILEY HERITAGE RESIDENTIAL, PART OF CHAILEY HERITAGE FOUNDATION

### Residential Living and Short Breaks

[Chailey Heritage Residential](#) offers [flexible residential packages](#) from short breaks right through to 52 week care for children and young people with complex physical, neuro-disability, multi-sensory, communication, learning and health needs.

For young adults aged 19-25, we offer a transition service called Chailey Heritage Futures – for more information, please click [here](#).

Short breaks can include anything from tea visits after school, through to overnight stays – a single night or several together throughout the year.

We also offer care for children and young people who have recently had major operations. If well enough, pupils are able to attend school after an operation (some do so lying on a trolley bed).

*“A huge thank you to all of you for looking after our gorgeous son since his operation and before! You have been so supportive and caring; we have been really blessed to have you.”*

Our [short breaks](#) and [post-operative care](#) services are open to any young people/young adults from 3-19 wherever they live with a physical and/or learning disability who can benefit from our services. For post-operative care, the school can also offer educational packages for the duration of their stay.

Most of the young people using our 52 week or term time residential care services are also pupils at Chailey Heritage School. If you would like to know more about our school please click [here](#).

Chailey Heritage Residential together with Chailey Heritage School, Chailey Heritage Futures (for 19-25s) and Chailey Heritage Pathways form part of the nationally recognised Chailey Heritage Foundation. Our charity has been educating and caring for children with disabilities for over 100 years.



## Our location and the areas we cover ...

Chailey Heritage Foundation is located in a rural part of the glorious East Sussex countryside, covering an area of some 18 acres, between the towns of Haywards Heath to the north and Uckfield to the South with Chailey Common to the front and rear. The A272 is accessible from both the A22 and A23. [Directions](#)

Currently we have young people from around 20 different Local Authorities.

We can accept referrals both nationally and internationally.

We are also able to accept [privately funded](#) referrals.

## What our service provides ...

Chailey Heritage Residential [Children's Home](#) provides home-from-home accommodation in four purpose-built bungalows, staffed 24 hours a day, offering single and double rooms.

Each bungalow is fully [wheelchair accessible](#) with ceiling track hoists. We provide profiling beds with and without sides, and young people are encouraged to decorate their bedrooms in their own unique styles!

There is a bathroom between each pair of bedrooms, offering different bathing equipment in each area. A Jacuzzi bath is available in each bungalow.

Each home has a recreation area and includes the latest touchscreen games, computers and iPads. The four bungalows back on to each other providing a fun play area known as the quad.

There is a [track system](#) for wheelchairs which enables young people with powered wheelchairs to access different areas of the site, eg from the bungalows to the hydrotherapy pool.

The Children's Home is inspected by Ofsted twice a year. For a copy of our latest Social Care Report, please click [here](#).

On site, we have a [hydrotherapy pool](#), a [multi-sensory studio](#), an all-weather surface used for horse riding and other outdoor activities. Within the grounds are sensory gardens, raised flower beds and pond areas, a fully accessible playground with swing, roundabout, trampoline. The courtyard provides a wheelchair friendly game of snakes and ladders.





## How will residential staff support my child ...

Our staff are here to make sure that each stay has a positive impact for the young person, supporting them to meet and interact with other children and access a variety of stimulating activities and outings. With encouragement from our experienced staff teams, each young person will be supported to improve their confidence and communication skills, and gradually self-assurance and independence whilst away from their family home.

Staff fully understand that families need reassurance that their child is being well looked after in a safe and caring environment and appreciate the need for regular information sharing.

We are very proud of our staff teams, particularly as the support they provide has gained an 'outstanding in outcomes' for our last two Ofsted inspections. Staff are all trained and highly skilled in caring for young people with complex health needs, and are practiced at enabling each person to express their wishes and needs through a variety of communication methods, aids and assistive technology.

When a new young person is considering staying with us, we work hard to make sure we have all the necessary information from family and professionals to make the transition into our service as sensitive and worry free as possible. We believe it is the right of every young person to live in a safe, warm and nurturing environment, and we provide social, practical and emotional support to accomplish this. We have strong links with school to promote individual outcomes for each young person.

### **Training**

We promote training and development for all [staff](#) to enable us to continue to meet the special needs of our young people.

All new staff (0–3 months) follow a comprehensive Induction Programme beginning with 2 days of Induction Training, which is scheduled at the start of each term. This is followed by a further 2 day Post Induction Programme tailored for their needs.

A second period of Training (3–6 months) operates for staff. This relates to the more specialised areas of duties where a greater knowledge is required such as Gastrostomy, Epilepsy, Preparation of Medications, etc.

All staff must have a relevant professional qualification within two years of starting their role. Some will already have a Level 2 or 3 NVQ qualification, and we have now embarked on a programme to provide the Level 3 Health and Social Care Diploma for all staff without a formal qualification.

## How will my child be included in activities and outings ...

Activities within the bungalows before and after school cover specific areas of the curriculum leading to a joined up approach to learning. Whilst encouraging learning and development, this is a relaxed and fun time of day.

A programme of activities for evenings, weekends and [holidays](#), include pamper sessions, arts and crafts. Personalised activity boxes are created for each young person to include a range of resources that they particularly enjoy.

Off-site visits are arranged in consultation with the young people and can include shopping trips, cinema, bowling, attending church, etc.

There are various other [activities](#) including a [Scout](#) group and annual camp, wheelchair football club and swimming club to name a few.



## How to access our service ...

### **Residential Care**

[Referrals](#) are usually made by Local Authorities and the assessment process is held over two days for a joint referral with the school. Within the two day assessment process, Chailey Clinical Services, part of the Sussex Community NHS Foundation Trust, will also assess for the clinical support required for nursing, medical, therapy, etc.

Offers of placements following assessment will depend on written confirmation of funding (including CCG Health funding) being agreed and a formal request from the Local Authority for a placement.

### **Short Breaks**

Our [short breaks](#) service can provide opportunities for young people to develop their independence, offers parents time with other siblings, or perhaps to “recharge” batteries. These nights can be additional nights added onto a boarding package, or for a number of nights to use during the year.

Prior to overnight stays, young people are offered the opportunity to experience life on a residential bungalow by joining in after-school activities and staying for tea.

Short breaks can be funded by Local Authorities, usually Social Services, or parents may opt to fund these themselves.

## How we assess the progress of our young people

We are passionate that our young people must be given opportunities to reach their full potential, including educational achievement and independent living.

“Individual targets are set and the young people are able to achieve these and experience levels of success. Targets are shared between school and the home.”  
Ofsted, July 2014

Integrated targets set by teaching staff in conjunction with residential staff encourages development and progress of the young person. All young people in the Children’s Home have a keyworker who is responsible for organising 1:1 sessions to monitor their progress and identify any concerns.

In addition to Annual Reviews and Looked After Children reviews, annual Multidisciplinary reviews are held, where all those who are involved in a young person’s care meet to assess the progress that has been made over the course of the year.

## What specialist services and expertise are available

Young people’s needs are met by the multidisciplinary team through an individually tailored programme including ongoing assessment. This may encompass:

- communication skills
- switch skills (including environmental controls)
- ICT and technology skills
- mobility training (including powered mobility)
- a 24 hour posture management programme
- sensory needs programmes and assessments
- specialist eating and drinking programmes
- medical and nursing cover
- physiotherapy, speech therapy and occupational therapy

We also have access to a Specialist in Behaviour and Psychological Therapies.

“Young people have access to a wide range of services and support, most of which is provided on-site. This means that their physical, emotional and psychological needs are well met.”  
Ofsted December 2013

## The role played by parents and carers



Young people and their families are encouraged to be in close contact throughout their stay, unless there are legal reasons why this is not possible. All young people have access to a speaker telephone with a dedicated telephone number for parents to use. The young people can use the internet to send and receive emails and they can also keep in touch with their family and friends through SKYPE. Each bungalow has Ipads and these can be used for 'Facetime'; this has been particularly useful for young people here for post-operative care when they are lying flat.



Their key worker is responsible for keeping in touch with parents and co-ordinating communication between the young person and their family. The key worker either emails families or writes information in the home/school/bungalow diary.



Families are encouraged to visit in the evenings, weekends and holiday time and we have two dedicated [bedsits](#) for visiting families to book if they wish to stay overnight.

We want parents and families to help us develop and improve our services so we encourage parents/carers to complete Ofsted's Parent View survey and our annual questionnaire.



Mrs Carole Oram is the elected parent governor representative and plays an important role on our governing board.

Parents have their own Facebook group and there is an active parents' group - CHIPS (Chailey Heritage Information for Parents Support) - for information and peer support. We have a 'Family Room' where families can socialise, hold meetings, etc.

*"Young people are able to maintain contact with families and those who are significant to them through a variety of means including face-to-face visits, via on-line visual means and by telephone. This ensures that young people maintain positive links to people who are important to them."*

Ofsted December 2013

## How we work in Social Care?

We feel strongly as a residential team that learning takes place within the bungalows not just at school. Chailey Heritage Residential strives to create a stimulating 24 hour curriculum to empower all young people to reach their full potential. We liaise closely with school staff to work towards each young person's individual learning targets.

### **Chailey Clinical Services**

On the adjacent site is a specialist [Clinical Team](#) which is part of the [Sussex Community NHS Foundation Trust](#).

The Chailey Clinical Services medical team includes specialists in children's diseases and long-term conditions, neurological, emotional and mental health disorders. There is always a consultant on call. Resident paediatricians are supported by visiting consultants specialising in long-term disability. Strong links exist with medical specialists in other local NHS Trusts and London teaching hospitals.

Each child has a named consultant who undertakes a detailed initial assessment which generates an individual care plan - reviewed annually, or more frequently if necessary. Out-of-hours consultant cover for residential pupils provides advice and support, and ensures that appropriate care can be arranged should a child become ill and require a transfer to hospital.

**Nursing Team** - managed by Chailey Clinical Services, the Residential School Nursing Team (RSNT) offers a 24 hour nursing service working throughout the school and our residential bungalows.

All nurses are fully qualified and undertake regular training to update knowledge and skills. Some are nurse practitioners who can assess pupils and are permitted to prescribe medication. There are also nurse specialists for such things as nutrition and continence.

During out-of-hours shifts and at weekends, a nurse advice system is available with an on-call consultant providing telephone advice and medical assistance if required. In the event of an emergency, the Royal Alexandra Children's Hospital is in nearby Brighton.

**Physiotherapy** - each child has a designated physiotherapist who assesses their physical ability and needs and works closely with the rest of the child's multidisciplinary team to provide the best holistic programme of care.

A treatment programme with short and long term aims and objectives is devised to help achieve maximum independence in the context of all other medical care, including focus on the child's postural ability through the 24 hour period and their respiratory care. These aims are reviewed and needs assessed continually.





**Speech and Language Therapy** is involved in the assessment, diagnosis and management of communication, speech and language, social skills, oral skills, eating and drinking difficulties and saliva control.

Students are encouraged to communicate using facial expression, body language, vocalisations, speech and also augmentative methods of communication such as signing (Sign-a-long), the Chailey Communication System which uses pictures, symbols or words, or a Voice Output Communication Aid (VOCA).

As part of our multidisciplinary approach, Speech and Language Therapists are involved with a variety of services including the nutrition team, ENT clinic, oral motor and dental clinic and VOCA assessments.

**Occupational Therapy** - for the majority of children attending Chailey Heritage School, independence and purposeful living starts with postural management and gaining the skills of controlling a switch. OT provision continues with a variety of sessions including access to computers, communication aids, powered mobility, sensory stories, pain management and relaxation. The OT team also facilitates the transfer of new skills to the classroom and the residential facilities so that the children and young people can use their skills every day in a meaningful way.

OTs create and offer different ways of achieving everyday tasks such as eating and drinking, bathing, toileting and transportation, helping our pupils to reach their potential and maximise their quality of life.

### **Short breaks service**

For young people using our [short breaks](#) service, residential staff will work with families to identify school and therapy professionals to contact about the programme they are following to make sure that these targets and approaches are supported during their short break.

*“Mum is very pleased with how his respite at Chailey is going ..... he always comes back with a big smile on his face.”*

*“I wanted to thank you and all the staff on Chestnut for all the care and support you have shown my daughter .... You have been great and she has done so well in your care, thank you!”*

## How our services are evaluated

In addition to [Ofsted](#) (or CQC for the Futures Transition Service), evaluation and monitoring is carried out in a number of ways including:

- the 'All About Me' form for all our young people
- annual questionnaires for our residential young people, parents/carers, Local Authorities
- satisfaction surveys for Local Authorities after each visit to a young person, young adult or attendance at a meeting

*“There are good systems in place to monitor care, reflect on practice and address any shortfalls.”*  
Ofsted, July 2014

We also encourage parents to take part in Ofsted's Parent View survey.



## How we deal with complaints

### **From Parents or Placing Authorities:**

We aim to ensure Chailey Heritage Residential is a happy, safe and a caring place so all children and young people can benefit from the best possible care. All our staff are dedicated to this aim. If you have a concern about the residential care we want to know about it so that we may have the opportunity to put things right. Complaints are not common and most concerns will normally be resolved informally.

Staff have guidance on how to handle complaints and to record them through the 'Guidance on How to Deal with Complaints or Concerns'. Within the guidance it states that if a family has raised a concern, this must be documented in the Support Plan with the outcome recorded, or, recorded on an Accident/Incident form which will be sent to the Head of Residential Operations.

If an informal resolution is not possible, we have a more formal complaints procedure to which we respond both speedily and in a way which will illustrate our wish to offer parents and young people the best service possible. A copy of the complaints procedure is available on our website, please click [here](#).

### **Complaints from a young person:**

Complaints or concerns can be made through their key worker, House meetings, or the independent Advocacy Group. How the complaint is addressed and outcomes are fed back to the young person and these are recorded on their Support Plan.

*"There are clear and effective systems in place to monitor and respond to complaints made by the young people or on behalf of them. Clear records show how the complaint has been resolved. This ensures that practice can be reviewed and improvements made."*  
Ofsted, July 2014

## Who to contact for further information:

### **General enquiries:**

Pam Whiting, Admin Manager  
[pwhiting@chf.org.uk](mailto:pwhiting@chf.org.uk) or 01825 724 444 ext 136

### **Residential/Short Breaks/Children's Home enquiries:**

Susan Duke, Social Care Placement Manager  
[residential@chf.org.uk](mailto:residential@chf.org.uk) or 01825 724 444 ext 308

### **Chailey Heritage Futures (19-25) enquiries:**

Susan Duke, Social Care Placement Manager  
[residential@chf.org.uk](mailto:residential@chf.org.uk) or 01825 724 444 ext 308

### **Life Skills Centre enquiries:**

Cathy Mooney/Helen Deans, Centre Receptionists  
[futureslifefskills@chf.org.uk](mailto:futureslifefskills@chf.org.uk) or 01825 723 723

### **School enquiries:**

Claire Hall, School Secretary and PA to Headteacher  
[office@chf.org.uk](mailto:office@chf.org.uk) or 01825 724 444 ext 102

**CHAILEY HERITAGE FOUNDATION WEBSITE:** [www.chf.org.uk](http://www.chf.org.uk)

## OTHER USEFUL CONTACT INFORMATION:

**Chailey Clinical Services (part of Sussex Community NHS Foundation Trust) enquiries:**

Jane Windsor, Head of Clinical Support/Head of Therapies

[jane.windsor@nhs.net](mailto:jane.windsor@nhs.net) or 01825 722 112 ext 7743

[www.sussexcommunity.nhs.uk/chailey](http://www.sussexcommunity.nhs.uk/chailey)