

# Parent / Carer Guide

Welcome to







## Contents

1. Aims & Objectives of The Glen
2. Who's Who
3. Preparing your young person for their stay
4. How we will support your young person
5. Working together
6. Views of Young People
7. Monitoring by Independent Visitor
9. Concerns and Complaints
10. Changing Arrangements
11. FAQ



## Aims and Objectives of The Glen

The primary purpose of a stay at The Glen is to provide an early intervention that brings about change in a young person's life at home by helping them learn new ways of sharing: spaces, attention, resources and choice alongside the acquisition of new skills, all of which can be generalised in different settings. Throughout the residential experience we will provide a safe, secure and happy environment which demonstrates respect, care and worth to everyone involved.

## Who's Who

The staff team at The Glen are part of the wider school community, working closely with the teaching teams in everything that we do. The Glen's team is made up of -

- Headteacher—Liz Cornish
- Deputy Headteacher—Sally Waddingham
- Head of Residential Care—Kate Harvey
- Head of Residential Education—Laura Gordon-Rust
- Senior Residential Support Workers—Coral Hill, Emily Smith and Rebecca Wooley
- Residential Support Workers—Jenni Lyttle, Lauren Bradley, Erin Kidney, Lynn Monk
- Assistant Residential Support Workers—Jade Bradley, Cara Barclay, Kelly Pile

For queries relating to your young person's stay at The Glen, please contact::

The Glen landline telephone: 01268 792575 option 8 during normal school opening hours

The Glen mobile telephone: 07729 119269 or 07729119249 between 2pm Monday and 10am Friday.



## Preparing for a Stay

We will work closely with you and your young person, teaching teams and everyone who supports them to ensure they have the personalised support they will need during their stay at The Glen. We will have a shared understanding of their strengths and difficulties whilst considering your priorities and any concerns you may have.

Together we will agree outcomes and the goals for, and where possible with, your young person as part of their wider Personal Support Strategy (PSS), based on key objectives of their Educational Health Care Plan (EHCP).

Our residential team will spend time in school supporting your young person alongside the teaching team prior to their transition to The Glen, to build relationships and a better understanding of the personalised support that they need and how this will be transferred to the residential setting. Our overarching aim is for every young person to have a positive experience and feel safe, supported and understood so that they are relaxed and comfortable whilst within their new surroundings.

## How we will support your young person during their stay

Our staff at The Glen will provide personalised support to each young person after school on Monday until Friday morning.

The environment will be adapted to meet their individual needs whilst enabling them to live alongside others. Learners will be able to experience new ways to maintain, learn and establish routines that can be generalised and helpful in improving co-existence within their family home and across wider settings.

## Working together

We are committed to working in partnership with you, your young person and all supporting professionals to make sure we regularly check priorities are the right ones and to share changes and progress in both school and at home.

We recognise the importance of supporting families and carers before, during and after a young person's stay at The Glen and have developed tools to help us to do this within our 'Working Together Plan'. We will work together in preparation for their stay and support you to navigate your way through the experience. We can also provide guidance about other support and services that may be helpful to you.

As part of our plan to work together, we will write a learning intervention plan which sets out the rationale for your young person's stay. Learning targets will be set and progress captured on Evidence for Learning (EFL). There is an expectation that parents will evidence progress at home on EFL and / or communicate with a Senior Residential Support Worker or the Head of Residential Education on a weekly basis. This is so that the school, Glen and home are all working in partnership and can change strategies accordingly.

## Views of Young People

At Glenwood, adults work tirelessly to understand the learner where we can notice how they respond and do our very best to see the world through their eyes. As a staff team we never assume that our analysis of the young person's feelings is complete without gathering accurate information from all the adults that work alongside and support the young person; this is so that we can compile a full and detailed picture which is constantly updated as we learn more about them.

Our aim is to provide opportunities for young people to communicate their thoughts, feelings and ideas in a range of contexts. To have the means, personalised to be most purposeful for them, to exercise as much choice and control over their environment and experiences as possible.

## Monitoring by Independent Visitors

Glenwood Residential Special School is registered with DfE and is compliant with the National Minimum Standards which include Safeguarding and promoting the welfare of learners for whom accommodation is provided at The Glen. To monitor this, at least six times a year there will be a visit from an Independent Visitor (Mark Goode—see 'Concerns & Complaints'), an independent professional who is vetted in line with Glenwood's Safe Recruitment Policy and separate from the management of the school. The visits are unannounced, and the visitor will carry out checks and provide a report on the following:

- conversations with children, the senior management team and staff
- conversations with social workers where relevant
- conversations with parents/carers where relevant
- checks on school records of attendance, complaints, consequences, bullying, restrictive interventions, risk assessments, individual care plans for children.
- evaluation of the quality of the provision and effectiveness of the care provided to children and whether they are safeguarded; and
- assessment of the suitability and physical condition of the building, furniture and equipment of the Glen and the external environment.



The Headteacher and members of the governing body carry out and record in writing once a year:

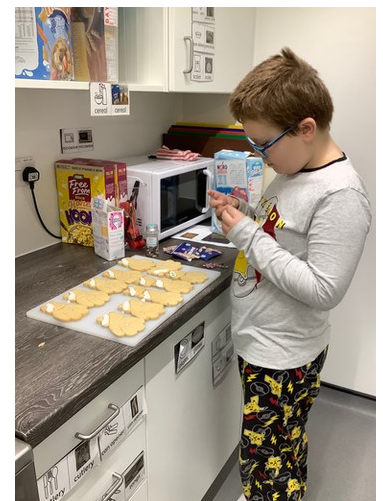
- A review of the operation and resourcing of the school's welfare provision for residential pupils in relation to:
  - Our statement of purpose
  - Our staffing policy
  - The placement plans for individual children
  - An internal assessment of our compliance with the National Minimum Standards for Residential Special Schools
  - The Residential Strategy Group comprised of Board members provides a focussed forum for discussion and scrutiny which provides accurate and prioritised messages to the FGB (Full Governing Body)
  - The Moderation Panel is comprised of multi-agency professionals from Education and Health and Social Care who meet to provide a wide perspective on admissions, experience and impact
  - Weekly Senior leadership meetings are attended by Senior Leaders across The Glen and Glenwood School to discuss both strategic and operational issues arising; this meeting is not formal but is pivotal around timely, agile decision making

Our school's governing body monitor the effectiveness of the leadership, management and delivery of the residential and welfare provision in the school and take appropriate action where necessary. This occurs through The Residential Strategy Group (RSG) which formal minutes and reports go into the Full Governing Body meetings (FGB).

## Concerns and complaints

The school's policy is to follow the Local Authority (Essex County Council) guidelines when handling concerns and complaints. Please just ask if you would like any advice or a copy of it. It would be unusual to deviate from these procedures, but the school always retains discretion in these matters.

There will always be a senior member of staff within The Glen who will help to resolve any concerns you may have outside of the usual school opening hours. In addition, the Head of Residential Care or Head of Residential Education can be contacted via The Glen on the usual school number.



If this is not possible or you would prefer not to, you may also contact the independent visitor or Ofsted using the following contact information:

**Independent Visitor:** Mark Goode, email: [Mark@platinumcareuk.com](mailto:Mark@platinumcareuk.com)

**Ofsted:**

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone: 0300 123 1231

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## Making changes to arrangements

There may occasions when we may need to cancel your young person's stay at short notice. This decision will only be made in extraordinary circumstances or where we feel it would be unsafe to continue to provide a service. It is therefore vital that emergency contact information for each young person is kept up to date and that you are **always available to collect them from The Glen at short notice during the day or night**. You will be asked to sign our parent agreement to confirm your understanding of these rules.

If your young person is poorly or unwell, we ask that you tell us via the main school office or The Glen at the earliest opportunity giving at least 48 hours' notice where possible.





## Frequently asked questions



### How long can a young person stay at The Glen?

This will be a group decision involving all voices around the young person and based on what works best for them and their family. It will be long enough to give the support needed to work towards agreed targets but not expected to extend beyond an academic year.

### What can they bring with them?

Please feel free to provide any personal items that you feel may make your young person's stay more comfortable such as pictures and comforters (teddies, blankets, twiddles). There will be play and sensory items at The Glen.

They will need to bring their own toiletries, such as toothpaste, toothbrush, shampoo, shower gel, hairbrushes, etc. We will provide bed linen and towels, but they are welcome to bring their own if preferred.

We recognise that electronic gadgets such as iPads and mobile phones are a fundamental part of some learners' lives, and we will work together with you to agree how they can be used to enhance their learning experience whilst they are at The Glen.

### How will I be able to support my young person to settle into the new environment when they stay?

We will plan together to ensure your young person has what they need to settle in; getting to know staff and getting used to the facilities and how we can support in a way that suits them and reassures you too.

### What are the arrangements for meals?

Breakfast and dinner will be freshly prepared at The Glen every day. All staff are trained in Food Hygiene and Safety. We will work closely with you to plan and agree a menu which includes the choices and preferences of your child whilst considering any special dietary requirements they have, allergies etc. Healthy snacks and drinks will be always available.

We ask that you provide items for a packed lunch from Tuesday to Friday if your child prefers this to a school meal at lunchtime whilst staying at The Glen.

## How will medication be given?

The procedure for medication is the same across the whole school. Where a young person requires support to take prescribed medicines, parent/carers will be required to complete a 'permission to administer medication' form and arrange to supply what the young person requires prior to their stay. This should be **handed to the school office in person or via their usual transport provider weekly**. The supply must last for the duration of their stay (Monday to Friday).

Each young person will have a medication care plan provided by our School Nurse which residential staff will follow.

Medication will only be administered by senior residential staff who are trained and assessed as competent to administer and manage medication safely by the Head of Residential Care or Head of Residential Education.

## What happens if my young person becomes unwell during their stay?

All staff are first aid trained and there will be at least one qualified First Aider at The Glen throughout the day and night.

In the event of your young person becoming unwell we will contact you immediately and plan for their return home where they can continue their recovery in their own familiar surroundings. If they need emergency treatment which involves going to hospital, a member of staff will go and remain with them until a family member/carer arrives.

## How can I keep in contact with my young person?

We can agree together how best to do this depending on your needs and theirs. This will look different for every young person and family.

## How will I know how they are getting on?

We understand how important it is for you to know that your young person is settled and happy during their stay and are available any time day or night Monday to Friday should you need to call us. Where possible we ask that you call between 8am-9pm.

Learner progress will also be captured on EFL for parents to view.

## How many staff will be supporting my young person during the day and night-time?

Up to 20 young people can stay at The Glen. There are two houses containing two separate living spaces - Cedar, Ash, Willow and Elm. They have five En-suite bedrooms, a kitchen, dining room, two lounges, an additional separate toilet and an enclosed garden. They will each have the following minimum staffing levels in each wing:

**Morning** – 1 Senior Residential Support Worker, 2 Residential Support Workers

**After school and teatime** – 1 Senior Residential Support Worker, 3 Residential Support Workers

**Evening** – 1 Senior Residential Support Worker, 2 Residential Support Workers.

**Nighttime** (awake staff) – 1 Senior Residential Support Worker, 1 Residential Support Worker with the Head of Residential Care or Head of Residential Education on call during the week between 21:00 and 08:00

If a young person requires additional 1:1 support this will be agreed prior to their stay and staffing levels will be increased to accommodate this where possible.

In addition, there will be a 'floating' Residential Support Worker across both houses during the day and night where possible.

The Head of Residential Care, Head of Residential Education and Senior Residential Support workers are Qualified First Aiders and Fire Marshalls .

The Glen follows the same Health & Safety Policies and Procedures as the main school. They are available on the school's website and outlined in our Statement of Purpose which is available on request.

## What are the arrangements for laundry?

We have laundry facilities on site for use if a young person's clothes become heavily soiled during their stay. We will also wash bedding and towels. All other items will be returned home with the young person on a Friday for laundering at home.







## Glenwood School

**Headteacher: Liz Cornish**

Glenwood School, Rushbottom Lane, Benfleet, Essex. SS7 4LW.

Email: [admin@glenwood.essex.sch.uk](mailto:admin@glenwood.essex.sch.uk) Telephone: 01268 792575



GlenwoodSchoolBenfleet



Glenwood School