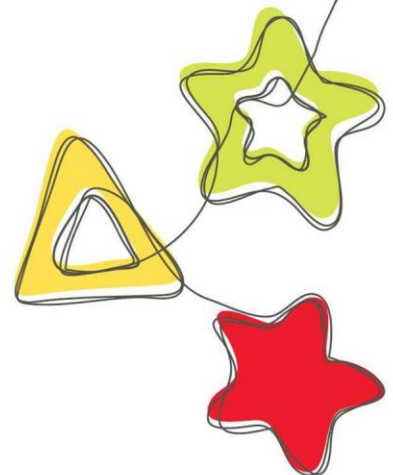


Statement of Purpose

Pastens



June 2017

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Statement of Purpose

Name of Home: Pastens

Address: Pastens Road, Oxted, Surrey, RH8 0RD

Telephone Number: 01883 723 110

Our Home

Pastens is a residential service situated in a green belt area of Surrey surrounded by open countryside. It comprises three houses arranged in a campus style arrangement providing long term care for children and young people with severe to moderate learning disabilities and who may have additional complex health needs and challenging behaviours.

Long term care is offered in two six bedded houses, Weil and Farley, with a four bedded house, Laleham, offering a service for children and young people with complex health needs and who use wheelchairs. The house is specially adapted with ceiling mounted hoists, bath and shower facilities and sensory equipment.

Currently, children and young people resident at Pastens are aged between the ages of five and nineteen years old and include girls/young women and boys/young men.

Each child and young person has their own room. All are personalised to reflect the child and young person's choice and interests and if there is sufficient time this process starts before they first come to Pastens. The privacy of the children and young people is respected, coupled with the need to provide a safe and warm environment. Each house also has communal areas which are available to be used by all the children and young people and are decorated in a warm and welcoming style, with photos and pictures reflecting recent activities and holidays in which the children and young people have been involved.

As well as sensory provision within the individual houses there is a sensory room open to all the children and young people. There is a recently refurbished soft play area for more active experiences and a snoozelum which offers a calmer 'chill out' experience.

In addition there is an activity/crafts room with expanded play opportunities which can be accessed by all and out of which group activity and craft sessions are run. There is also a family room which is used to facilitate contact with families.

All the houses and communal areas are accessible through an entry system and each house has a system for signing in visitors. The key pad entry systems allow for children and young people to be supported within an environment that allows them to explore and have time to themselves within a safe and secure environment.

The extensive grounds consist of a large secure garden and playground with equipment that enables young people of all abilities to enjoy the space, have fun and unwind in a safe and beautiful setting. The facilities include a wheelchair roundabout and a recently installed sunken trampoline.

Action for Children Model of Care

The overriding ethos of our home is to develop good quality relationships between children, staff and parents, as we firmly believe these relationships build skills to affect positive outcomes.

This is based on research such as Care Matters Time to Change (2007) and The Care Inquiry Making not Breaking (2013) which highlights the importance of the quality of relationships and their ability to develop resilience.

‘It is through secure attachments and positive experiences that children and young people develop the resilience that they need in life. Resilience refers to an individual’s capacity to adapt successfully to change and to stressful events in healthy and constructive ways.’ Care Matters Time to Change (2007).

‘The aim must be to provide children with stability and security, help them develop resilience and the ability to form good and lasting relationships and, most importantly, encourage and support them to realise their potential’ The Care Inquiry Making not Breaking (2013)

Action for Children’s purpose is to help the most vulnerable children and young people break through injustice, deprivation and inequality so they can achieve their full potential.

At Pastens the emphasis is on supporting children and young people to achieve their potential within a safe and nurturing environment in which their individual needs are central to all activity and endeavours. Achieving positive outcomes is embedded within the day to day activity and care planning processes within the service.

Children and young people are encouraged to exercise choice and contribute as much as possible to the planning, monitoring and evaluation of service delivery.

Who we care for

Pastens offers long term care to children and young people with moderate to severe learning disabilities aged between 8 and 19 years of age. The children/young people may also be on the autistic spectrum and/or have behaviours that are challenging and have additional complex health needs which may require the need to use specialist equipment.

We recognise that sometimes children in this category depending on their situation and circumstance may have experienced trauma and may also have anxieties and emotional difficulties. We will work in partnership with other professionals to ensure quality care and support is offered in these circumstances.

Ideally children and young people will come to Pastens on a planned basis following an assessment of need undertaken by senior staff who come out to where the child or young person is living and talk through their needs with those who know them best including the family and all key professionals involved as appropriate. An impact risk assessment will be carried out to determine the suitability of the child/young person. The impact risk assessment

will consider the child or young person's needs, the impact of coming to live at Pastens on him/her, the current mix of children and young people at the home, the impact on resources available e.g staffing, training requirements, the environment and location and resources available to Pastens.

If the circumstances require otherwise, for example a young person is in need, a placement can be made on an emergency basis if there is a vacancy.

The assessment for suitability for a longer term placement will then be undertaken when the young person is at Pastens. All emergency placements will be reviewed on a weekly basis in order to ascertain if the placement is suitable, plans that are being implemented on a long term basis – this will be achieved in partnership with the young person, family and social worker.

Due to the nature of emergency placements we recognise that all information required for a planned placement may not be readily available. As a minimum we will require:

- EHCP or SEN Statement
- Local Authority Care Plan and/or Core Assessment including the young person's information, circumstances leading up to young person needing accommodation, care routines if any, preferred method of communication, interests, likes and dislikes and their wishes and feelings. If the young person has not been in care or this is not available, we will require the young person's medical records including current medication and professionals involved in this care.
- Risk Assessments
- Current behaviour strategies/guidelines

Within 72 hours of placement commencing we will endeavour to complete

- Care Plan 1 which is basic information including medical needs

Within 1 week we will endeavour to complete

- A risk assessment
- Behaviour support plan based on the information we hold. This document will be subject to change as the home gets to know the young person.
- Guidelines for staff on how best to support the young person

The service is offered across three different houses so depending upon space and appropriateness it will be possible to consider where a child or young person might best be in the longer term taking into account age, gender, abilities and potential peer and friendship groups. Pastens currently has space for up to 16 children and young people at any one time.

Action for Children use the ASPIRE model to provide a structured, consistent approach to service delivery. ASPIRE stands for Assessment, Plan, Intervention and Review. Each phase of our service delivery model is clearly defined from the point of initial contact and referral, through to assessment, planning, the provision of service and a review. The process also provides a structured framework for the systematic recording of Action for Children's involvement with a child or young person and their family through each stage of the process. Action for Children has an Outcomes Framework with varied indicators which we record against in e-ASPIRE, to help to evidence the impact of our services.

We have further revised the outcomes framework that we use at Pastens so that in addition to the more global Action for Children outcomes there is an additional framework that is

specifically tailored to the children and young people at Pastens. The framework encourages outcomes to be broken down into smaller achievable steps that are discussed, reviewed and reset as necessary at the six monthly care planning meetings.

What we do

A primary aim of the service is to provide a warm and friendly environment where children and young people can have fun and feel safe, whilst learning new skills and preparing as best as possible for adulthood and any transitions that they have to negotiate.

Learning the necessary life skills to manage the transitions is a major part of the care planning processes.

Family members, and relevant education, health and other professionals are all included in supporting children and young people in the planning and reviewing of the outcomes required in working towards achieving this aim.

Maintaining and developing family and other key relationships over time is a thread that runs through all the plans for children and young people living at Pastens.

Every effort is made to ensure that key relationships are supported in the best way for each child and young person and their family, ex carers or friends. This can be facilitated at Pastens with quiet space made available as necessary outside of the house or staff can support the child or young person to visit in the family home or at a chosen venue elsewhere. Sometimes there may be a need to work up a plan with a gradual programme of increasing contact with sufficient preparation and encouragement for the child or young person built in. The emphasis is on identifying the best way and then making it happen.

A designated practitioner, keyworker, is identified for every child or young person on arrival at Pastens.

It is the keyworker's responsibility to coordinate the care planning process and ensure continuity of care and it is the keyworker who will support and represent a child or young person at reviews/meetings relating to aspects of their care.

Children and young people are supported to enjoy as varied a range of activities and experiences as possible.

In addition to using the facilities available at Pastens children and young people are supported to attend a range of activities in the community, also including activity clubs and groups with friends outside the service. Each of the houses has the use of a vehicle which enable staff, children and young people to be safely transported to destinations of choice. Activities include accessing mainstream leisure, recreational activities and shopping outlets. Once a year in the summer holidays all children and young people are given the opportunity to enjoy a holiday away supported by staff they know from Pastens. The nature of the holiday will depend upon their wishes and can vary from quiet days away to full on activity experiences or a mix of both ends of the recreational spectrum.

We are committed to enabling children and young people to be able to communicate their wishes and feelings in ways that are sensitive to their needs and abilities.

In order to facilitate more effective communication staff are trained and competent in using a range of communication systems such as Makaton, Widgit and PECS. Some children and young people for instance have shown that they respond well to the use of social stories in

order to manage transitions or prepare for activities that may be challenging for them. Staff have therefore developed skills in their use.

The cultural and religious beliefs of children and young people are actively promoted and celebrated.

Individual children and young people and their families and/or anyone else with parental responsibility are consulted about their religious observance in order to establish the most appropriate way of meeting their needs. This may result in staff for example supporting children and young people to attend regularly at local places of worship. Religious festivals and significant cultural events are recognised and children and young people supported to celebrate and enjoy them as appropriate.

The Care Plans for all children and young people are subject to regular reviews in accordance with the Review of Children's Cases Regulations 1991.

The first review is held within the first four weeks of coming to Pastens, then within the next three months and six monthly after that. If the need demands then additional reviews can be held earlier. A system is in place within the service to ensure that reviews are held within the statutory timescales. The designated keyworker will liaise with the parents/carers and all relevant agencies prior to a review and will produce and submit a report for circulation so that everyone has time to consider it in advance. Following the review the keyworker will ensure that all relevant care and planning documents are updated with agreed actions and decisions.

Our staff

The staff at Pastens work across three houses named Weil, Farley and Laleham. They are dedicated to children and young people living at Pastens on a long term basis.

Whilst staff are employed to work across all the houses at any one time if the need arises, staff are permanently allocated to work within one of the houses so as to ensure consistency of care.

Each of the houses is led by one or two practice team leaders who coordinate the day to day activity within the house, supervise staff and ensure that the outcomes identified for the children and young people are central to the way in which the service operates.

All staff are recruited in accordance with Action for Children's Safer Recruitment policy and procedures.

This includes rigorous checks and an exploration of their values and behaviours. Consideration is given to including children and young people in the recruitment processes in the most effective way depending upon levels of ability and willingness to engage.

All staff are subject to a six month probationary period and are required to undertake a comprehensive induction programme based on the Children's Workforce Development Council's Induction and Foundation Standards.

Staff are also required to undertake the mandatory training offered in safeguarding and behaviour support and the local training programme including elements such as the administration of medication, fire safety awareness, food hygiene, first aid, epilepsy and health and safety. Additional training is provided in areas such as different means of communication, developing sexuality and more detailed behaviour support approaches.

The current staff team is diverse in gender, age and cultural background. The staffing structure of the service and the names of the current staff team are detailed in Appendix 2. All staff are either qualified to Level 3 or equivalent or are working towards the qualification in accordance with a training schedule available on request. Appendix 1 is diagram showing the management line above the Registered Managers through to the Chief Executive.

Our policies

Action for Children has an intranet where all policies are stored, reviewed and updated in line with new legislation and guidance. These policies and procedures apply with additional policies and guidance developed at a local level to reflect the unique circumstances relating to Pastens. Some of the key policies are:

Safeguarding Policy

Action for Children has a Safeguarding Framework which contains all the policies, procedures, forms and guidance that relate to safeguarding and child protection. These are regularly reviewed and updated by the Head of Safeguarding.

The local procedures at Pastens follow on from the organisation wide procedures and also the Surrey Safeguarding Procedures. In the event of any Safeguarding or Child Protection concern contact is made with Surrey Social Care immediately and a referral is made as necessary. Should the concern involve a member of staff at Pastens contact will additionally be made with Surrey's Local Authority Designated Officer (LADO).

Health and Safety

Risk assessments are completed taking into account key potential areas of risk, actions put into place to mitigate those risks and the assessments are subsequently reviewed regularly in order to consider whether they are still relevant and require updating. The assessments form part of a comprehensive service approach to Health and Safety that include daily, weekly and monthly checks within the houses and complemented by further audits by senior staff.

Fire safety arrangements within Pastens were subject to a comprehensive review by a Fire Safety Advisor in 2016. Fire safety equipment is inspected in accordance with regulations and all staff are trained and have annual refreshers in fire safety awareness and the use of the equipment. Senior staff have enhanced training and oversee the regular monitoring and auditing processes. The fire alarm system was subject to a further upgrade in 2013 making it a fully addressable system which is the highest level it can be.

Anti- Bullying Policy

Our service has a clear understanding amongst staff, children and young people, parents and carers as to what bullying is and how we deal with it. We define bullying is something which happens in a relationship which involves some form of hurtful abuse of power and occurs on a number of occasions. It can be persistent. One person or a group can bully others. There is a deliberate intention to hurt or humiliate another person. We address it by ensuring:

- Pasten's staff take steps which encourage the reporting of bullying
- Staff are not tolerant of bullying in the project and early signs of minor bullying are acted on.

- Young people are encouraged and enabled to work together to identify their own problems, causes and solutions.
- Staff recognise when a child or young person may be in need of protection as a result of bullying and take action to ensure appropriate safeguards are put in place
- Staff reassure children and young people subjected to bullying that they are not to blame and ensure they receive support

Children who run away or go missing from care

All staff are aware of the risk indicators for the possibility for children and young people to run away or go missing from Pastens or elsewhere. The possible risk of running away or going missing is addressed in written risk assessments and plans.

All vulnerable children and young people are offered advice and support to alert them to the dangers of running away and going missing and alternative strategies are discussed to help the child or young person to choose alternatives. Staff are vigilant to the cause of distress that may lead to a child or young person running away or going missing and would ensure that the required resources are mobilised to address the underlying distress to avert any future reoccurrence.

Staff are aware of the increased risk of children living away from home running away or going missing and ensure that measures to prevent such an occurrence happening are considered as necessary within the care planning processes.

In the unlikely event of a child or young person going missing there are clear local procedures that have been shared and approved by Surrey's Missing Person's Unit and the local neighbourhood police. Up to date essential information including a photo of all young people living at Pastens is kept centrally within the service and readily available should the need arise. A list of contact details for all the local neighbours is also kept and updated regularly.

Anti-discriminatory policy

We are committed to promoting equality, valuing diversity and working inclusively with children, families, our staff and other agencies. We uphold these principles in everything that we do and this helps to define our actions, behaviours and practices. We promote an inclusive organisational culture, built on fairness, respect and dignity for all children, families and colleagues. We do this by challenging and addressing inequalities, discrimination and celebrating and embracing the diversity that exists. We take a zero tolerance approach to discriminatory practices.

At Pastens, we aim to celebrate difference and support children and young people with their developing cultural identity and ensure that their family, religious, geographical origins and individual personalities promoted and considered within the daily and care planning processes

Children's Rights policy

Our approach to Children's Rights is based on the UN Convention of the Rights of Children and believe that children and young people have a right to be involved the planning and running of the service. In order to do this we endeavour to make sure that certain basic principles are followed including:

- Children and young people are given explanations in a way and format that they can understand
- Clarity about confidentiality
- Records about a young person are available and are shared as appropriate

- Additional services are available and good working relationships established
- Children and young people are treated fairly and equally
- The importance of choice and having a say
- The right to complain and for any complaints to be taken seriously and acted upon promptly

How we consult

Action for Children's Corporate Participation Strategy aims for children and young people to become involved in initiatives across all levels and departments and where appropriate, across the organisation.

Participation is key to the daily work of projects, and we provide a framework for young people who use our services to contribute beyond Action for Children, e.g. with local authorities, in local government initiatives, and in national participation events.

All children and young people are consulted about their day to day lives in a way that is appropriate to their level of understanding and means of communication.

They will regularly meet with their allocated keyworker and their wishes and feelings are subject of regular discussions between the keyworker and their line manager as well as with team colleagues as appropriate. The outcomes will then be fed into the Looked After Children reviews that are chaired by Independent Reviewing Officers. The option of appointing an independent advocate to represent a child or young person's wishes and feelings is considered and recorded at every review.

Information is available throughout the service about the right to complain and how to do so.

A children and young person's forum is running within Pastens and they have contributed to decision making on a number of ideas and events we have held at Pastens. We are hoping to give all young people the choice to participate at some point over the year and as the forum develops the plan is for it to be increasingly influential in enabling children and young people to have their say.

Parents are encouraged to be involved as much as they wish and their views and wishes are welcomed by staff at all times. Parents get the opportunity to speak with staff informally during all visits or through telephone contact with the keyworker or Practice Team Leader at regular times.

Alternatively on a more formal basis parents/carers are able to meet staff and the Registered Manager at the 6 monthly LAC reviews where their views and wishes are discussed.

We aim to hold two big events a year, a summer BBQ in July and a Christmas Disco in December where parents/carers are able to come together, share ideas and also put forward their views directly to the Children's Services Manager also in attendance. The production of a newsletter with news from Pastens has been produced as a direct outcome of requests from parents through the forum. We aim to publish this four times a year.

The communication processes will be further enhanced with the creation of a service website and the opportunity to meet the Registered Manager and Children's Service Manager twice per year.

How we help children manage their behaviour

Behaviours that present risk or are inappropriate have a purpose and a function and are often a form of communication for those who are not able to get their needs met in more acceptable ways.

By being a calm and safe role model staff and carers can help them to learn these skills, or they may be supporting their families and carers to help them do this.

Restraints/restrictive practices of any kind are only ever used as a last resort – that is where there is no alternative and there is immediate danger or risk of harm to the child or others. Action for Children is committed to Positive Behaviour Support and is proactively working towards eliminating the use of restraint. This means carefully monitoring methods of behaviour support and working together with children, young people and their families to help them develop skills and increase the potential for a future filled with positive opportunities.

The wellbeing of children and young people is a priority and services actively work to lower the risk of dangerous or harmful behaviours. All harmful behaviours have a risk assessment which identifies any interim safety strategies and is part of a personalised behaviour support plan.

Practitioners at Pastens are all trained in the PROACT-SCIPr-UK behaviour management approach. It is an internationally recognised programme supported by The Lodden School based in Hampshire.

All staff are trained to Foundation level which is refreshed on an annual basis so staff knowledge and awareness is continually updated. The training outcomes are assessed and signed off by the Lodden School. There is an onsite instructor accredited and trained annually by the Lodden School and authorised to deliver training in the approach.

Monitoring devices are used at night within the service. Bedroom door alarms alert waking night staff to children and young people getting up and sound monitors are used for children with complex health needs and epilepsy.

These are used to supplement the regular routine checks that are undertaken throughout the night by staff to ensure that children and young people are sleeping 'safe and sound'. Specific consent is sought from parents and/or Local authorities for the use of any monitoring devices and explicitly stated in the care planning documents.

How we support children's education

The service is committed to ensuring that children and young people maximise all opportunities to achieve their full potential with the education system. All children and young people are encouraged to attend school and every effort is made to ensure that school attendance is regarded as a priority.

Many of the children and young people living at Pastens attend an excellent local school, Clifton Hill School, which is only a few miles away. Our working relationship goes back many years during which time we have established together an after school club and which some of

the children and young people from Pastens continue to enjoy. It provides a valuable opportunity for socialising, promoting independence and life skills in a familiar and more relaxed environment. Some children and young people continue to attend schools within their Local Authorities of origin which enables continuity of care and contributes towards maintaining family and geographical links.

Education targets and achievements are embedded within the Action for Children e-Aspire and Pastens outcomes framework and the care planning process reflects the importance that school life and educational development is given.

All the care plans detail arrangements to support this. Keyworkers at Pastens maintain regular contact with schools and input into the educational reviews with a particular brief to strengthen joint working arrangements and identify ways in which activities at Pastens complement activities and targets at school.

How we support children's health needs

Our service ensures that children and young people have access to universal specialist healthcare whilst receiving a service.

We believe in empowering and supporting them to take responsibility for their own health and wellbeing wherever possible.

We ensure children and young people have the right medicine, clinical procedures are safely administered and staff and carers are trained and competent to do so.

A Health Care Plan is developed in consultation with all relevant parties for every child and young person taking into account their specific needs.

The plan is routinely reviewed every six months or if there are significant changes that require discussion. Health Care Plans are developed with explicit desired outcomes driving all activity. The outcomes are drawn from Action for Children's e-Aspire outcomes framework and broken down further into outcomes reflecting the individual needs of children and young people living at Pastens.

Most of the children are registered with a local GP with whom Pastens has a long established relationship and who has a thorough understanding of the range of potential health needs. Some families prefer for their son/daughter to continue to be registered with a family GP and/or specialist and we are happy to support any such arrangements.

Health education is actively promoted as appropriate to age and level of understanding with the support of individualised 'social stories' and the involvement of health professionals.

Children and young people are encouraged and supported to have regular health, dental and eye appointments.

In circumstances where a young person expresses a wish not to go often because of anxieties, discussions are held with the relevant health professionals, barriers to attendance explored and a plan drawn up to reduce the anxieties and facilitate attendance if at all possible.

Signed consent forms to authorise the administration of medication, emergency medical treatment and first aid is sought from parents/carers or the Local Authority prior to coming to live at Pastens.

Young people of 16 years old and over can give consent to medical treatment as appropriate with younger children also having the same right depending upon their level of understanding and capacity to understand the nature of the treatment.

All staff are trained in the management of administration and relevant clinical procedures with annual refreshers drawing upon the experience and expertise of external health professionals. The management and administration of medication is subject to strict adherence to both Action for Children's overarching policies and procedures and additional procedures taking into account the day to day needs of children and young people at Pastens. These are subject to rigorous oversight with any errors or digressions prompting a management investigation and appropriate remedial action.

Young people are not encouraged or supported to smoke.

How to Complain

We are committed to excellent customer service. We regard complaints as an opportunity to turn a negative experience for a customer or service user into a positive one, as well as an opportunity to learn and to improve.

The context for our complaints procedures is effective customer care, with service standards and service level agreements where appropriate, and with regular dialogue and review with customers of the service provided. Leaflets regarding how to complain are available.

Complaints should be addressed in the first instance to Jennifer Frogley, the Registered Manager so she can resolve it swiftly. Complaints can also be made directly to:

Action for Children Complaints Manager

Ruth Baldwin
Action for Children
3 The Boulevard
Ascot Road
Watford
WD18 8AG

ruth.baldwin@actionforchildren.org.uk

Ofsted

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD
0300 123 1231

Enquiries@ofsted.gov.uk

Contact details

Registered Manager

Jennifer Frogley

Action for Children, Pastens, Pastens Road, Oxted, Surrey RH8 0RD

Operations Manager

Eileen Etherington

Action for Children, Pastens, Pastens Road, Oxted, Surrey RH8 0RD

Children Service Manager

Kate Isham

Action for Children, Pastens, Pastens Road, Oxted, Surrey RH8 0RD

Responsible Individual

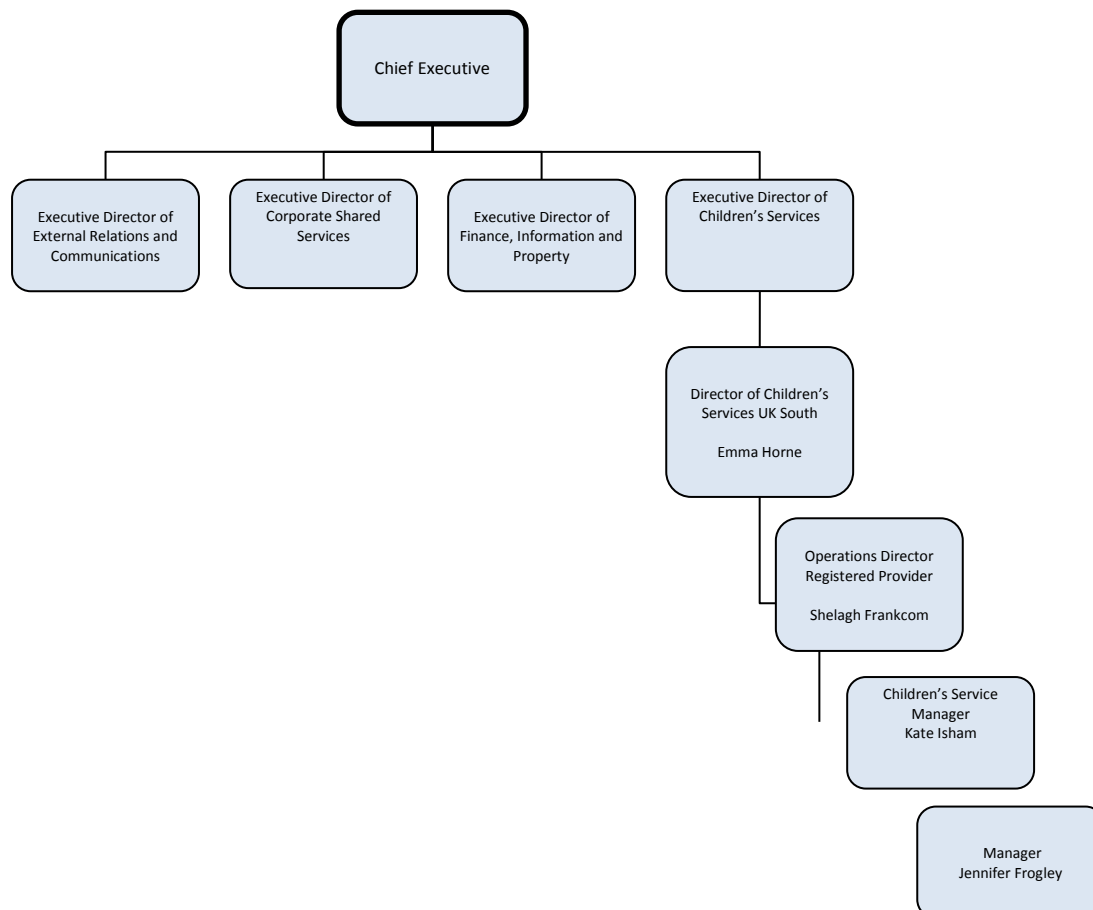
Shelagh Frankcom, Operational Manager Children's Services

Action for Children, 3 The Boulevard, Ascot Road, Watford WD18 8AG

The home is owned by

Action for Children, 3 The Boulevard, Ascot Road, Watford WD18 8AG

Appendix 1



Appendix 2

The following is a list of staff working at Pastens and their qualifications. They have extensive experience of working within the care sector with many having worked at Pastens for a number of years providing an exceptional level of continuity of care and support. The average length of service is over 8 years. Staff are linked to particular houses but they are required to work flexibly across the whole service.

Weil House

Practice Team Leader (NVQ3 Level or equivalent)

Carla Wereszczuk

Faye Douce (Acting)

Young Person's Practitioners, (NVQ3 Level or equivalent)

Graham Wellock

Gaynor McMillan

Karen Nelli

Janet Seymour

Tanya Coomber

Clair Ashdown

Jackie Elmes

Lesley Critchley

Katie Healy

Working towards the Children and Young People (CSC) Level 3 Diploma

Felicity Evboiuokha

Adam Griffin

Aimee Callaghan

Farley House

Practice Team Leaders (NVQ3 Level or Equivalent)

Stacey Holmes

Ibrahima Diallo

Young Person's Practitioners (NVQ3 Level or equivalent)

Stuart Dolby

Sarah Howson

Virginia Morales-Saunders

Hilary Walker

Sarah Kallibala

Andy Scott

Abdul Kai-Samba

Working towards the Children and Young People (CSC) Level 3 Diploma

Eleanor Simpson

Laleham House

Practice Team Leaders (NVQ Level 3 or equivalent)

Heather Wright

Young Person's Practitioners (NVQ Level 3 or equivalent)

Paula Bergmann
Alison Mandy
Michelle Tracey
Davina Bowes
Jane Shrubbs
Marius Aldridge
Lucy Warburton
Marlene Hathaway
Margaret Turnell
Charmaine Corcoran
Alison Hollister
Mary Kasanga

Working towards the Children and Young People (CSC) Level 3 Diploma

Anna Cabras
Judith Wambugu
Ria Willis

In addition to the qualifications above there is a comprehensive training programme in place at Pastens to ensure that all staff have annual refresher training in the keys areas of

- Fire Training
- Behaviour Support
- Manual Handling
- First Aid
- Administration of Medication
- Specific medication procedures

Staff also receive additional support in areas including

- Safeguarding
- Gastronomy Feeding
- Methods of Communication
- Autism
- Developing Sexuality

Records of training undertaken are held at Pastens and available for inspection.