



CHERRY LANE
THERAPEUTIC HOMES

Statement of Purpose

Ebba's House

**Highly specialist therapeutic homes
for children with complex needs**



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Introduction

Cherry Lane Therapeutic Homes was founded to provide a safe, nurturing, and supportive environment for young adolescents facing challenging circumstances. Cherry Lane is a strong advocate for children's and human rights and embeds this at the heart of their work and thinking.

This document is intended to be a working document. It will be added to or amended as we grow and evolve or when circumstance, policy or legislation require it.

Throughout this document it is our intention to provide details that will deliver our vision to empower our children to overcome past trauma and thrive in a caring and deeply personalised therapeutic home. Children will be given rich opportunities to develop essential life skills, build connections, reconnect with their community, including where possible safely spending time with family and loved ones.



Cherry Lane Therapeutic Homes Ltd:
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Key Objectives:

1. Safety and Well-being:
 - Commitment to the safety and security of every child within our care.
 - Provide a supportive environment that promotes emotional well-being, upholds children's rights and mental health.
 - Foster a sense of belonging and family for each child.
 - Address trauma with a highly skilled team, best practice, high efficacy therapeutic methods and psychological frameworks.
2. Personal Development:
 - Develop personalised plans for each child, focusing on their unique strengths and challenges.
 - Ongoing personal development and growth opportunities for the team around the child.
 - Facilitate access to specialised educational resources and extracurricular activities to support academic and personal growth.
 - Encourage the development of essential life skills to prepare children and young people for increased independence.
3. Partnership with Families and Stakeholders:
 - Collaborate with families, guardians, and relevant professionals to create a holistic support network and actively involve them in the care of the child.
 - Promote communication channels to keep families informed and involved in the child's progress.
4. Diversity and Inclusion:
 - Embrace diversity and promote an inclusive environment that respects and nurtures cultural influences, people heritage, promotes rights and celebrates individual differences.

Our mission is to create a home where each child and team member supporting them is valued, respected, and given the opportunity to reach their full potential. Fostering connection and promoting a sense of belonging are central components to every thought and action we take. We are committed to offering comprehensive care and an environment that addresses the physical, emotional, educational, and social needs not just of the children and young people we support but of everyone in our organisation.



The Organisation

Cherry Lane Homes: Empowering Positive Change for Young Lives. We are committed to providing a safe and nurturing environment for young individuals facing multiple placement breakdowns and life challenges. We specialise in offering crucial support, crisis intervention and a stable home to some of the most troubled, traumatised, and vulnerable



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youth in our society. Our mission is to empower these young lives, helping them to overcome self-destructive patterns of behaviour and move towards brighter futures.

Our Values

We recognise the power of a warm and caring environment that values differences, upholds rights and actively engages with the local community. We take as seriously the wellbeing of our workforce as the children and young people we look after. We believe that we can only really apply the principles of compassion, recognition, and connection to our children, if we are receiving this, applying it to ourselves and our colleagues. Our experienced ambitious team is marked by their resilience, and unwavering dedication. We look to reward this with a professional salary, opportunities, and continuous growth.

Our Approach

Cherry Lane Homes draws on high efficacy therapeutic paradigms and modalities such as cognitive behavioural therapy, reattach and trauma informed systemic non-violent resistance. Instead of attempting to control young people, our life coaches prioritise their presence to peacefully discourage harmful behaviours from a position of strength, whilst improving relationships. This approach enables emotional and social growth, belonging, responsibility, self-regulation and to build bonds with the team supporting them. Our home is a place of safety and environment where children and young people can recover from past trauma. Where children have been harmed, left unprotected, let down and justice may not have been achieved through the criminal justice systems, we look to address the impact through other powerful responses, such as acknowledgements of the harm, proactive support, and social justice movements. We are invested in the advances in somatic approaches and are continually growing in understanding how to help the body to help our minds, manage threats responses and painful emotions without becoming overwhelmed.

Our Commitment

Cherry Lane Homes is deeply committed to making a positive impact on the lives of the young people we serve. Our small, dedicated team focuses on creating a warm and caring atmosphere that promotes growth, positive change and a meaningful contribution to our local and wider community.

With our dedication to fostering resilience, self-esteem, and independence, Cherry Lane Homes stands as a beacon of hope for young individuals seeking a brighter future.

Crisis Care to Recovery

Our core focus lies in caring for young people in crisis, guiding them towards quality-of-life experiences, and where possible facilitating reintegration into their family homes. We have the skill and expertise to support children who have extremely limited - to no placement options, such as those who have made attempts on their lives, seriously self-injure and ideate around suicide, who's mental health heavily impacts on their daily functioning,



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display aggression and violence or have sexually transgressed as a result of their own harmful experiences. Typically, we will care for children from age 8 up until 18 years old of all gender identities and expressions. We also look to provide a realistic option for the many children noted in Ofsted's recent Jan 2024 report, regarding the number of children 'trapped' in hospital paediatric wards with nowhere to go.

Admissions

Our admissions process is designed to make children feel welcome and supported from the start.

Referrals: Referrals can come from social workers, schools, healthcare providers, or families. We review important documents like medical history, educational plans, and social work reports to understand the child's needs.

Matching the Right Home: We carefully check if our home is the right fit for the child's needs. Where possible, the child and their family are invited to visit and meet the team.

Admission Planning: We create a plan that includes educational arrangements, care goals, and agreements with everyone involved. For emergencies, we act quickly and ensure a two-week follow up review to see if the placement is suitable.

Welcoming: When a child arrives, they get a welcome hamper, a key to their room, and support to make the space their own. We explain how everything works, like house rules and support plans. Initial care and safety plans are set up within the first 72 hours.

Ongoing Support: A key life coach is assigned to the child to offer guidance and check on their well-being. We regularly review care plans to make sure the child's needs are being met.

Safety and Security

Cherry Lane Homes takes the safety and security of both young people and mentors seriously. We have implemented robust measures, including an alarm system on all exits that triggers appropriate alerts. Additionally, CCTV cameras are thoughtfully placed at entrances and building exits, with their use tailored to ensure the utmost safety.

While we aim to provide a supportive and nurturing environment, we also understand that there may be instances where internal doors need to be locked at night as part of a risk assessment. We continuously review and consult with residents and social workers to maintain a balance between safety and individual needs.



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Staffing and Organisational Structure

Managing Director - Kerry Shoemith - Responsible Individual

Kerry Shoemith's career has been deeply rooted in residential childcare since she began in 2000. With a strong foundation in youth and community work, Kerry has dedicated her professional life to enhancing the environments of children's homes. As a manager and later as a director, she supported other home managers and led homes to achieve remarkable outcomes. Notably, during her tenure as a Registered Manager, one of the homes was rated Outstanding by Ofsted for six consecutive years, a rare accomplishment shared by only 22 out of 3,309 homes inspected, at that time.



Driven by a commitment to improve therapeutic practices in children's homes, Kerry explored how Cognitive Behavioural Therapy (CBT) could positively impact the care provided. This exploration led to her earning an MSc in CBT and mental health. Kerry has since been actively involved in delivering direct therapeutic interventions to young people in care, in addition to providing clinical supervision for the core teams across various homes. Her work has significantly shaped therapeutic care planning, ensuring that children's homes offer a supportive environment where young people can heal from past trauma.

In 2013, Kerry's approach was further enriched after meeting Dr. Peter Jacob, who introduced her to the concepts of Non-Violent Resistance (NVR). She has since integrated NVR throughout her work, profoundly influencing how children's homes operate and to support both the children and their families. Kerry's commitment to residential childcare and her use of innovative, high efficacy therapeutic methods continue to transform children's services, making a lasting impact on the field.

Master of Science in CBT & Mental Health, University West of England
Non-Violent Resistance Accredited Practitioner & Supervisor, NVR UK & The NVR Association • NLP Practitioner, The Brain People • Certified Reattach Therapist & Trainer, Reattach Academy • Advanced Certificate in Cognitive Behavioural Therapy, University West of England • NVQ4 in Management, OCR • NVQ4 in the Care of Children & Young People, City & Guilds • NVQ3 in the Care of Children and Young People, Godalming College. • Registered Therapist, BACP • Master V1 Award, City and Guilds • A1 Assessors Award, Godalming College



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Finance Director - Dean Olivant

Dean brings a wealth of experience in managing and directing various businesses, including a long-standing tenure in his national construction organisation. With a deep understanding of the ethical responsibilities essential for maintaining economically sound and viable businesses, Dean has also developed a keen insight into the specific needs of public sector projects. His background includes significant work in constructing facilities for both mainstream and SEND schools under Local Authority contracts, demonstrating his ability to collaborate effectively with local government to meet rigorous social and safety standards.

At the heart of Dean's professional journey is his commitment to the values and ethos of Cherry Lane. He is dedicated to advancing a care model that addresses the needs of the most vulnerable and disadvantaged children, ensuring that they receive the support and opportunities they deserve.



Consultant Clinical Psychologist CPsychol, AFBPS, HCPC Peter Jakob, PhD & Systemic Family Therapist

With a background in social work, Peter has worked as a clinical psychologist and family therapist in both child- and adolescent mental health services and in adult mental health for over 40 years, specialising in working with people who have experienced abuse and with children and families involved with child protective services. Peter's concern is for understanding the contexts in which peoples' difficulties emerge and working towards social justice as a key underpinning of psychotherapy. He has introduced Non-Violent Resistance (NVR) to the UK and has adapted the approach for families that face multiple challenges and for adopted children and young people in foster- or residential care. His work with children who have experienced adversity has inspired him to develop a child focus in NVR. Peter is a prolific national and international presenter.



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Registered Manager Lucy Wright

I studied law at university, focusing on family law and youth justice, and have since moved away from law to pursue more direct work in supporting young people. My time in residential children's homes has allowed me to undertake my level 3 diploma and my level 5 in leadership and management. I am also qualified in reattach therapy and am an NVR (Non-Violent Resistance) advanced practitioner. I bring these specialised skills into my work, which align with the ethos of the organisation. I am dedicated to professional development and have high expectations for my team and the young people in our care.

My focus is on helping young people reach their potential by creating an environment that promotes growth and achievement. I prioritise accountability and uphold standards of care to ensure every individual receives the support they need.

I believe in the importance of investing in young people's futures, and I am committed to guiding them towards success through inspiring leadership and collaborative efforts within the residential home setting and beyond it.

House Core Team

Home Manager: Lucy Wright

(NCFE CACHE Level 3 for Residential Childcare, Apprenticeship Childcare -ST0087 - Children, Young People and Families Manager L5, Reattach Diploma, advanced NVR Practitioner with the NVR Association (NVRA) Level II, Reattach Diploma, DipHE Law)).

Deputy Manager: Natalie Hughes

(L3 NVQ in Health and Social Care (Children and Young People), L5 Diploma in Leadership for Health and Social Care and Children and Young People's, Foundation Level NVR, and Advanced Certificate in NVR Practice, Reattach therapist

Life coaching team: Ryan Broom, Richard Page, Julie Campbell, Leanne Wilkes, Anthony Corby (Induction Training, Foundation NVR, OCR Level 3 Diploma in Residential Childcare),

Anthony Corby (Induction Training, Foundation NVR, OCR Level 3 Diploma in Residential Childcare, ReAttach Practitioner, BACP registered, Integrative Counselling Diploma)

Lee Hanrahan (Induction Training)



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Ethos and Philosophy

Addressing Complex Needs with Innovative Solutions:

Cherry Lane Homes is dedicated to filling the gap in care for adolescents facing complex challenges. Recognizing the limited placement options for young individuals who are most vulnerable and who's behaviour may be particularly troubled, dangerous or disruptive, we commit to innovative and compassionate solutions. Our ethos is grounded in best practice and developments in understanding the impact of trauma. We believe in the inherent right of every child to be part of a family, ensuring that connections with relatives and significant others are maintained safely and respectfully, even in the absence of a formal agreement.

Extensive Support for Diverse Challenges

With a rich history of supporting young individuals who have endured early life adversities, including abuse, deprivation, and inconsistent care, Cherry Lane Homes is adept at addressing the resultant complex spectrum of emotional, behavioural, and social challenges. These may manifest as mental health issues, education refusal, substance misuse, attachment difficulties, isolation, and increased susceptibility to exploitation. Recognising the multifaceted nature of their needs, which may include learning difficulties, we tailor our care to each individual's unique journey, acknowledging their unrealised potential and relationship-building needs.

Collaborative and Holistic Care

Our approach is collaborative, working closely with families and other agencies to offer high-quality, adaptable care. We are keenly aware of the trauma and disruption often associated with a young person's placement with us, affecting their family, social, and educational ties. During their stay, our staff provides sensitive, individualised care that honours and supports each young person's racial, gender, cultural, sexual, and religious identity.

Empowering and Nurturing Environment

Cherry Lane Homes is committed to creating an environment conducive to growth, maturation, self-respect, responsibility and where children are able to understand their rights and be supported to uphold them. Our staff are dedicated to facilitating the development of age-appropriate skills and behaviours, acting as positive adult role models and offering guidance within a framework of respect for the rights, individuality, and dignity of each young person. In our care planning process, we ensure the active participation and input of the young individuals, their mentors, and all other stakeholders, reinforcing our dedication to empowerment and collaborative care.

At Cherry Lane Homes, we stand committed to nurturing change, supporting growth, and empowering every young individual to reach their full potential within a caring, respectful, and inclusive community.



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The House

Ebba's home is dedicated to providing a warm and nurturing environment that values family principles and actively engages with the local community.

The home is registered for just one young person, allowing for a 2:1 staffing ratio to ensure constant safety, support, and guidance. Conveniently located in Eastbourne, East Sussex, Whitley Road offers easy access to local amenities and services, with the seafront just a 5-minute walk away. Transport links are easily accessible.

Whitley Road comprises 3 three large bedrooms, a communal lounge, a dining room, and a modern kitchen breakfast room. The sunny large back garden features shrubs, potted plants and flowers, and the young person has a spacious, tastefully furnished bedroom. They are also given an allowance to personalise their room according to their preferences.



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The Area

Eastbourne is a charming coastal town that boasts a captivating Victorian seafront, renowned for hosting one of the United Kingdom's largest annual air show every August. Additionally, Eastbourne is the proud host of a popular international tennis tournament, drawing enthusiasts from around the world.

The town offers a wealth of amenities, featuring three theatres, cinema, ten pin bowling, a spacious leisure centre, expansive parks, and an extensive beachfront. For nature lovers and adventurers, the iconic Beachy Head and Seven Sisters national park are just a short drive away from the town centre, celebrated for their stunning white cliffs and picturesque vistas of the surrounding region.

Eastbourne's connectivity is another plus, with easy access to Brighton, Hastings and London.



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Routine

At Cherry Lane Homes, we recognise the significant impact of stability in the lives of young individuals, many of whom may have faced uncertainties in their past. We believe that a well-structured routine is fundamental to providing a secure and nurturing environment. Our goal is to create a comforting atmosphere where young individuals can anticipate the flow of their daily life, a sense of safety and certainty.

Establishing Consistent Daily Routines

To ensure a harmonious and structured living environment, we focus on:

- Regular wake-up times during weekdays to maintain consistency with education and employment schedules.
- Gathering for a home-cooked dinner evenings, fostering a sense of community and togetherness.
- Fun, relaxing and engaging optional activities scheduled around educational and life commitments.
- appropriate bedtimes, varying from 9pm to 11:30pm based on age, individual needs and next-day commitments, ensuring ample rest and well-being.

Engaging in Enriching Activities

Recognizing the value of balance between routine and recreation, we ensure that:

- A variety of activities are available during holidays, after school, and on weekends, providing opportunities for growth, learning, and enjoyment.
- Every Sunday, mentors collaborate with young individuals to plan the week ahead. This planning includes outlining commitments and scheduling exciting activities to look forward to, offering a blend of structure and flexibility.

Promotion of Recreational Activities

Cherry Lane Homes understands the immense value of extracurricular activities in enriching a young person's life. Recognising their role in boosting self-esteem, healthy social connections, and expanding horizons, we are committed to ensuring every young individual has access to a diverse range of recreational options. We strive to nurture each child's unique talents and interests, considering their preferences and abilities, and introducing them to various community activities to broaden their experiences.

Further policies can be found on our website (please click on the policy to read)

[Promotion of Recreational Activities](#)



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Religious and Cultural policy

At Cherry Lane Homes, we deeply respect and value the diverse cultural backgrounds of our young residents. Recognising that each individual's cultural needs are unique, we ensure these needs are identified and addressed right from the referral process and review continuously throughout their stay with us. Our dedicated life coaches and key workers engage in thoughtful discussions with each young person, aiming to understand and support their specific cultural preferences and requirements. We strive to provide resources and opportunities that resonate with their cultural identity, ensuring a nurturing and inclusive environment. For example, this may be specific foods, or the way they are prepared, or items for certain hair care etc. We will include rituals, celebrations and practices within the weekly plan to make sure time and attention is dedicated to these practices.

Honouring Religious Beliefs

Understanding and respecting religious beliefs form a crucial part of our care. We recognise the importance of spirituality and religious practices in the lives of our young individuals. Whether identified during the referral process or discovered throughout their time with us, our team is committed to understanding and facilitating each young person's religious journey. We actively support their pursuit of religious practices, ensuring they have the space, resources, and encouragement to explore and express their faith, expanding our own experiences and sharing in multi-cultural activities and celebrations.

Supportive Frameworks

To underpin our commitment to cultural and religious inclusivity, Cherry Lane Homes actively implements and upholds policies and procedures that promote:

- Equality and Diversity: Ensuring every young person and staff member is treated with respect and their individuality is celebrated.
- Anti-Discrimination: Vigilantly safeguarding against any form of discrimination, creating a safe and welcoming environment for all.

We believe in nurturing an environment where every young person can freely express their cultural heritage and religious beliefs, ensuring they feel seen, understood, respected, and supported throughout their journey with us.

Further policies can be found on our website (please click on the policy to read)

[Religious and Cultural policy](#)



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Consultation with Young People

Cherry Lane life coaches actively involve young individuals in their care arrangements. Regular consultations are a cornerstone of our approach, ensuring care plans are not just documents, but dynamic tools shaped through daily interactions and key discussions. Our goal is to create an environment where every young person is heard and valued.

The process is collaborative where young individuals are encouraged to express their thoughts and contribute to the decision-making process.

This happens through:

- Regular one-on-one discussions.
- Weekly house meetings where young individuals can openly discuss how the home operates.
- Progress reviews, focusing on collaborative reflections and feedback.
- Every opinion shared by the young individuals is carefully recorded and taken into account, ensuring their voices play a pivotal role in shaping their care and the home's environment.

Independent Reviews and Feedback

To maintain a high standard of care and ensure our practices are truly responsive to the needs of our residents, Cherry Lane Homes ensures:

- Monthly visits from Independent Regulation 44 visitors, who provide an additional platform for young individuals to give feedback about their care and the home's management.
- Opportunities for young individuals to share their perspectives on life coaching support, actively contributing to staff appraisals and development.

At Cherry Lane Homes, we are committed to a care model that is responsive, inclusive, and respectful, ensuring every young individual not only receives care but actively participates in shaping it.



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Therapeutic NVR (Non-Violent Resistance)

Cherry Lane Homes adopts the Non-Violent Resistance (NVR) approach. A therapeutic framework emphasizing the strengthening of caregiver presence rather than controlling or punishing. NVR aims to create positive relationships between caregivers, families, community and young individuals by challenging behaviour connectively, thereby altering the child's perception towards caregivers positively.

Key Principles of NVR rests on several foundational practices:

- Refusal to escalate conflicts, focusing instead on adult presence.
- De-escalation of tense situations.
- Cultivation of a supportive network.
- Establishment of presence through peaceful protest and engagement.
- Aiming for reconciliation and positive relationship building.

The core of NVR is to move away from control battles, understanding that attempts to control often lead to 'symmetrical escalation' - a cycle where behaviours mirror and escalate on both sides. Instead, NVR focuses on building collaborative relationships with family's caregivers, local authorities, and anyone significantly involved in the young individual's life, including social workers, to ensure consistent and supportive NVR interventions.

NVR Methods

- Deferring Response: Allowing time for both adults and young individuals to regulate emotions, moving from reactive to proactive responses.
- Announcements: Making clear, neutral statements by key individuals in the young person's life, focusing on their qualities, concerns and envisioning a preferred future.
- Sit-with: An intervention where adults calmly occupy the young person's space to discuss problem behaviours and seek constructive solutions.
- Campaign of Concern: The support network responds to risky behaviours through diverse, creative communication methods, emphasizing care and concern without escalating conflicts.
- Tailing: In cases of young individuals missing from home, adults use gathered information to maintain a safe presence in frequented areas, aiming to build a support network and communicate their concern for the child.



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- Telephone Round: Manifesting parental/ adult concern and presence by reaching out to the young person's acquaintances, ensuring the young person knows they are cared for and not alone.
- Breaking Taboos: Adults take calculated steps to change the dynamics of control, like refusing services misused by the young individuals, not as punishment but to maintain a healthy environment.

Meetings and Training:

Cherry Lane Homes conducts regular Helpers Meetings and group consultations, bringing together the support network to focus on the child, their family's needs and make plans. Our team is rigorously trained in NVR, with ongoing updates and supervisions ensuring our approach remains effective and empathetic.

Further policies can be found on our website (please click on the policy to read)

[Therapeutic NVR Practice](#)

Therapeutic Approaches and Clinical Psychology Services including Reattach

Therapeutic thinking is at the heart of everything we do. Our team, enriched by diverse qualifications and a shared commitment to the well-being of our residents, ensures a nurturing, growth-oriented setting for every child in our care and a place for their families to be seen and heard.

Kerry Shoesmith (MSc CBT & Mental Health)

Our director is a highly experienced therapist trained in many modalities at the forefront of therapeutic developments and understandings. Kerry has worked in residential care for 24 years, undertaking roles at all levels, including being a registered manager for over 15 years. She has a rich background in youth and community work. Kerry's approach integrates her extensive background with her expertise in CBT and specialises in delivering:

- Group and individual child-focused workshops.
- Personal therapeutic supervision.
- Clinical supervision

Qualifications and Licenses

Master of Science in CBT & Mental Health, University West of England

Non-Violent Resistance Accredited Practitioner, Trainer & Supervisor, NVR UK & NVRA

Accredited ReAttach Therapist and Trainer



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Accredited SPACE Practitioner
Registered Therapist, BACP
NLP Practitioner, The Brain People
Certified Reattach Therapist & Trainer Reattach Academy
NVQ4 in Management, OCR
NVQ4 in the Care of Children & Young People, City & Guilds
NVQ3 in the Care of Children and Young People, Godalming College
Master V1 Award, City and Guilds
A1 Assessors Award, Godalming College

Reattach Therapy at Cherry Lane Homes

Our commitment to innovative and effective therapeutic methods is exemplified by our ReAttach therapy program, led by Kerry Shoesmith. ReAttach, a transdiagnostic intervention designed by Dr. Paula Weerkamp, is a non-verbal, multi-sensory therapy aimed at fostering emotional regulation and personal growth. The therapy involves gentle tactile stimuli to help process information more effectively and form healthier cognitive patterns. Reattach is available for young people, their families and the workforce supporting them.

SPACE at Cherry Lane Children's Homes

As a SPACE-trained and accredited professional, we utilize the evidence-based Supportive Parenting for Anxious Childhood Emotions (SPACE) model to help teams work effectively with children experiencing extreme anxiety. SPACE focuses on empowering parents and caregivers to reduce their own accommodating behaviours, which can inadvertently reinforce a child's anxiety. By training teams in this model, we provide strategies that shift the focus from directly changing the child's behaviour to supporting parents in creating a more confident and independent environment. This approach has been shown to significantly reduce anxiety in children, enabling teams to make lasting, positive changes in both the child and family dynamics.

Kerry is supervised by Clinical Psychologist Dr Peter Jacob.

Anthony Corby 380 221 BACP Accredited Integrative Counsellor and Equine Therapist

With a diverse skill set in counselling and therapy, including a Diploma in Equine Assisted Therapy, ReAttach and expertise in trauma and bereavement care, Anthony Corby is a vital part of our team. His contributions include:

- Developing staff well-being programs.
- Providing specialised therapeutic interventions like Equine Assisted Therapy.
- Offering personalised counselling and support to our young residents.



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- Supporting young people in the home as part of our life coaching team

Anthony's holistic approach, underpinned by his training in diverse counselling models and a commitment to continuous professional development, ensures comprehensive support for both our staff and the young individuals in our care.

Anthony has monthly supervision with his Clinical supervisor. Fari Rassekh: Diploma in transactional analysis

Dr. Peter Jakob PHD Consultant Clinical Psychologist CPsychol, AFBPS, HCPC & Systemic Family Therapist HCPC PYL17219

Our collaboration with Dr. Peter Jakob, a Consultant Clinical Psychologist with international experience, enriches our therapeutic offerings. Dr. Jakob's extensive expertise in child and adolescent mental health services informs our tailored psychological support, which includes:



- Comprehensive assessments.
- Individualised therapy sessions.
- Systemic family therapy.
- Clinical consultations with team and individuals
- Active involvement in professional meetings and reports.

Further policies can be found on our website (please click on the policy to read)

[Therapeutic Approaches and Clinical Psychology Services including ReAttach](#)

Peter Undertakes supervision with Dan Dulberger – Psychologist and Family Therapist bi-monthly and attends peer supervision bi-Monthly

Measuring Outcomes

Physical health will be measured with support from the LAC nurse who will track height, weight, and BMI against age-appropriate percentiles, general health and illness.

Overall Wellbeing, mental health, behaviour and Resilience will be measured Using the Strengths and Difficulties Questionnaire (SDQ) at 6 monthly intervals.



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Six monthly review reports will be completed to include reduction of incidents, increase in pro- social behaviours, health, education, academic performance, relationships and skills for adulthood.

Arrangements for Visits with Family between a Child and their Parents, Relatives and Friends

Understanding the pivotal role of family and meaningful relationships in the lives of young individuals, Cherry Lane Homes commits to enabling safe and nurturing interactions between our residents and their families, relatives, and friends. The home will reach out to families where there have been breakdowns in communications between them, children and local authorities. We will seek to listen to all parties and find collaborative ways that children can start to establish safe, (and where they wish) increased time with loved ones and important people in their life. This may involve reviewing Local Authority care plans and court orders and Cherry Lane position themselves strongly to advocate for children in these circumstances. Families are welcome to visit the home, do activities with us, have meals together and even stay overnight at the home.

Collaboration with Local Authorities:

Cherry Lane Homes collaborates closely with local authorities to ensure all family arrangements are duly agreed upon and only curtailed as a last resort when there are no other options to reduce risk. We refrain from using time with family and significant others as a punitive measure. However, there may be instances where behaviour from either the young individual or significant others is considered unsafe, potentially impacting the arrangements. In such scenarios, we act in compliance with the 'Children's Homes Regulations 2015', ensuring:

- No measure is taken without the consent of the child's placing authority or unless it's an emergency situation.
- In case of emergency-imposed measures, full details are shared with the placing authority within 24 hours.
- All actions respect the stipulations of any relevant court orders regarding the child's contact with any person.
- Court orders have been regularly reviewed and still fit with the children and families' circumstances.

Further policies can be found on our website (please click on the policy to read)



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Kerry@cherrylanehomes.org | <http://www.cherrylanehomes.org>

COMPLAINTS PROCEDURE AT CHERRY LANE HOMES

We acknowledge the importance of feedback, including complaints, as a valuable tool for continuous improvement. This document outlines the procedure for our young people, families, professionals and anyone in our community making, handling, and resolving complaints.

1. Making a Complaint

We encourage open communication and young people and our community to voice any concerns or complaints. You can make a complaint in the following ways:

In person to discuss with any staff member or the manager.

By telephone, calling 07817660521

In writing, addressed to the Home Manager or Responsible Individual: Cherry Lane Therapeutic Services, 13 Hyde Gardens, Eastbourne, East Sussex, BN21 4PR

Via email to Kerry@cherrylanehomes.org.

2. Acknowledgment of Complaint

Upon receiving a complaint, we will:

- Acknowledge receipt of the complaint within 2 working days.
- Assign a responsible person, typically the Home Manager, to handle the complaint.

3. Investigation

The responsible person will:

- Investigate the complaint, ensuring a fair and unbiased process.
- Speak to all relevant parties involved.
- Review relevant documents, policies, and procedures.
- Aim to complete the investigation within 28 days. If more time is needed, we will inform you of the reason and the expected resolution date.

4. Resolution and Response

After the investigation, we will:



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- Provide a written summary of the findings.
- Explain any actions taken or proposed to resolve the complaint.
- Offer an opportunity for a meeting to discuss the outcome if desired.

5. Further Steps

If you are not satisfied with the outcome or the handling of the complaint, you can escalate the matter by:

- Writing to the Director of Cherry Lane Homes at: Cherry Lane Therapeutic Services, 13 Hyde Gardens, Eastbourne, East Sussex, BN21 4PR
- Ask for someone to contact/visit you so you can explain the parts you feel still need a resolution
- If the issue remains unresolved, contacting the relevant local authority or our regulatory body Ofsted.

6. Confidentiality

All complaints will be handled confidentially and only shared with those directly involved in the investigation or resolution process.

7. Record Keeping

We will keep a record of all complaints, outcomes, and actions taken. These records help us to monitor our service and implement continuous improvements.

Feedback

We value your feedback as it helps us to improve our services. Please feel free to provide feedback at any time, not only when there are issues, but also when you have positive experiences to share.

Further policies can be found on our website (please click on the policy to read)

[Complaints Procedure](#)

Restraint Policy

Training and Development:

At Cherry Lane Homes, our team receives comprehensive training in de-escalation techniques, positive support, and safe restraint practices. We adhere to the PRICE model (Protecting Rights in a Care Environment) to ensure our staff are well-equipped with knowledge and skills. Our training includes a two-day theoretical and de-



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escalation course, and additional two days of practical training and assessment making up a four-day program. To keep our practices current and effective, staff undergo annual retraining and participate in regular six-monthly to annually refresher sessions. During these sessions, our dedicated PRICE instructors evaluate each staff member's proficiency in de-escalation and positive support tactics. This approach aligns with the BILD guidance, ensuring a high standard of care and support. Cherry Lane Homes considers and works in line with the principles outlined in Restraint Reduction Network. We are committed to reducing the requirement to hold a child for their safety and being thorough and ethical in developing less restrictive ways of responding to heightened and dangerous situations.

Core Principles:

Our approach to physical intervention is guided by key principles, emphasizing that it must be a last resort and part of a broader strategy for managing challenging behaviour. These principles include thorough risk assessments, familiarity with each child's unique history and needs, and a commitment to the least intrusive intervention. We ensure that every action taken respects the dignity and rights of the child, avoiding any form of harm, and is applied thoughtfully and minimally.

Use of Restraint:

We strictly adhere to the Children's Homes Regulations 2015 and BILD guidance regarding the use of restraint. Restraint is considered only as a last resort in scenarios such as:

- Preventing injury or harm to any person, including the child being supported
- Preventing serious damage to property, including that of the child being supported

Restraint is also carefully considered when addressing psychological harm or risks, such as in scenarios involving exploitation.

Cherry Lane Homes prioritises reviewing and adapting care plans, especially in situations where restraint is frequently considered. Our aim is always to ensure the safety and well-being of each child, tailoring our approaches to their unique needs and circumstances.

Documentation and Accountability:

Every instance of restraint is meticulously documented using a Restraint Form and Checklist, ensuring transparency and accountability. These records are maintained confidentially and are regularly reviewed by our team.

Further policies can be found on our website (please click on the policy to read)



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Restraints Procedure

Health and Wellbeing

We ensure the health and well-being of young people by meeting their physical, emotional, and mental health needs. Children are registered with local health services, such as GPs, dentists, and opticians, and have access to specialist care, including mental health support when needed. Comprehensive care plans are created and regularly reviewed to keep up with their health requirements. A healthy lifestyle is encouraged through balanced diets, regular exercise, and education on issues like substance misuse and sexual health. Emotional support is provided by in-house professionals, with access to therapeutic interventions when necessary. Individual preferences and cultural needs are respected, ensuring young people feel comfortable with their healthcare, including the option to choose whether a staff member accompanies them to appointments and their preference for health professionals.

How We Support Young People with Their Education

We make sure that every young person gets the right education for them by working closely with schools, colleges, or other education providers. When a child first comes to us, we review their education history and work with their school to make the transition as smooth as possible. If needed, we help set up alternative education plans. Each child has a Personal Education Plan (PEP) that we update regularly to track their progress. We are fortunate to have access to many local schools, including smaller provisions that specialise in Emotional, Behavioural and Social Difficulties (EBSD) and Special Educational Needs (SEN). We work with the Local Authority to identify the right educational provision for each young person.

At home, we provide a quiet, dedicated study area where children can focus on homework and receive support from staff. Our team actively works to help children overcome barriers to school attendance, including supporting those struggling with school refusal by working closely with them, their school, and other professionals. Staff assist with homework and ensure children are well-prepared, making school attendance and engagement a priority.

Safeguarding

We take proactive steps to ensure the safety and protection of all young people in our care. When concerns arise, we act swiftly by making referrals to safeguarding



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authorities such as the Multi-Agency Safeguarding Hub (MASH). We conduct thorough risk assessments, regularly updated to reflect changes in the young person's situation and adopt a contextual safeguarding approach that considers the wider environment and influences on the child. Our staff are trained to recognise and respond to risks like Child Sexual Exploitation (CSE), Child Criminal Exploitation (CCE), and other forms of abuse. Using Non-Violent Resistance (NVR) techniques, we focus on de-escalation and maintaining the child's dignity. By working closely with external agencies, we ensure a coordinated approach to safeguarding. Continuous training and awareness help our team stay vigilant and responsive to the specific needs of each young person.

Missing Persons

We invest in building strong relationships with children to reduce the risk of them running away and to provide a safe, supportive environment. If a young person goes missing, we act quickly to try and reach them ensure their safety. We carry out immediate searches, contact family and friends, and inform the police and social workers. We work closely with local authorities and police use strategies like Non-Violent Resistance (NVR) to help children return safely. Once found, we offer emotional support and conduct a return interview to understand the reasons behind the incident, adjusting care plans as needed.

Measuring Progress and Supporting Young People

At our home, we track and review key areas of progress to ensure that each young person is receiving the best possible care and support. This includes monitoring their health, education, emotional well-being, behaviour, family relationships, and independence. We regularly review these areas with the young person and their wider support network, giving them feedback on how they are doing and ensuring their care plans reflect their evolving needs and goals.

However, we recognise that our home is just that—a home, not an institution. While we are diligent in tracking and documenting progress, we are equally committed to ensuring that young people feel loved, supported, and cared for in a way that isn't clinical or detached. We strive to create an environment where they feel truly at home, where the focus is on their well-being and happiness, not on constant observation. Our aim is to provide loving care that goes beyond paperwork, making sure that every young person feels valued as an individual.



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Equality, Diversity and Inclusion Policy

Cherry Lane Homes is committed to promoting equality and diversity in our homes and with our young people.

We will challenge all forms of discrimination, including those related to nationality, gender, ethnicity, colour, sexual orientation, disability, culture, language, religion, marital or parental status, and age by:

- Avoiding promotion of harmful stereotypes.
- Engaging in difficult but necessary conversations and taking meaningful actions.
- Making concerted efforts to nurture social and practical inclusivity.
- Promoting British values.
- Assisting individuals in overcoming barriers.
- Supporting people in recognising their potential and abilities.
- Showing care in social interactions
- Recognising protected groups and the challenges they face
- Upholding the rights of the child, their families and our community
- Engaging in peaceful written and physical protests harm and discrimination
- Supporting young people in addressing these issues in constructive ways
- Reaching out to supporters when these matters arise, including advocates and the children's rights commissioner

We are committed to resisting all types of discrimination, such as:

- Communicating and promoting racist ideologies.
- Stereotyping individuals based on their language proficiency.
- Generalising about someone's sexuality.
- Discouraging inappropriate humour that may offend others
- All forms of harassment
- Oppression

Our goal at Cherry Lane Homes is to ensure equal treatment in recruitment, training, career development, and promotion for all community groups and to constructively fight for this equality for our children and young people. We aim for our workforce, across all levels and departments, to reflect the diversity of the local community and its residents.

Further policies can be found on our website (please click on the policy to read)



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Equality, Diversity and Inclusion

This Statement of Purpose is further supported by;

Admission Policy

Anti-Bullying Policy

Behaviour Management Policy

DBS Procedure

Education Policy

Health Policy

Location Risk Assessment

Missing Persons Procedure

Outreach support Policy

Recruitment Policy and procedure

Safeguarding Policy and Procedure

Sexual Health Policy

Staff Conduct Procedure

Supervision Policy



CHERRY LANE
THERAPEUTIC HOMES



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