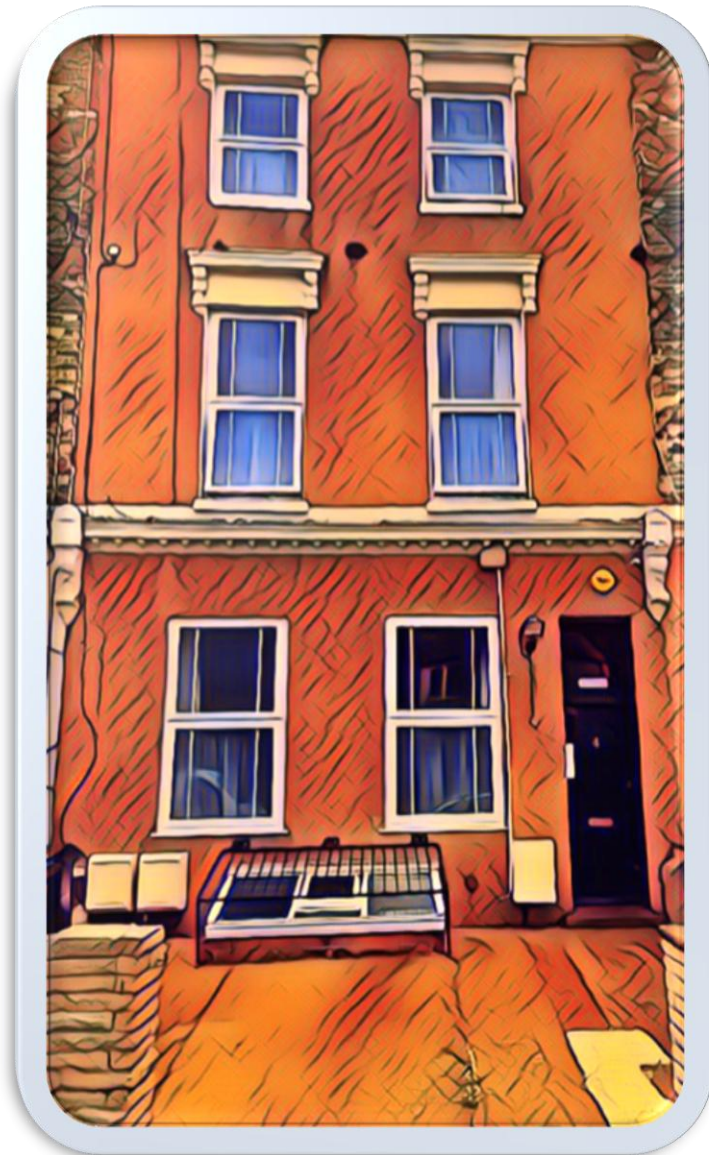




## Statement of Purpose Nalu House



Updated August 2025



**Home Manager:** Chris Davies

**Responsible Individual:** Jojo Rassekh

**Property of Ohana Care Homes Ltd**

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Nalu House is a children's home operated by Ohana Care Homes LTD.

The registered manager is Christopher Davies and Nalu house is regulated by  
OFSTED.

**The address details for OFSTED are below;**

**Address: Ofsted**

**Piccadilly Gate**

**Store Street**

**Manchester, M1 2WD**



## Statement of Aims and Objectives

### The quality and purpose of care

#### Introduction

**Ohana Homes** is an organisation devoted to improving the lives of society's most vulnerable individuals. We desire to help individuals achieve the most in their lives, rather than just being put 'out of sight and out of mind'. With our combined knowledge and experience, Ohana achieves positive outcomes for children and young people through providing them with positive care, choices and responsibility. We encourage and enable them to develop confidence in themselves and others, moving on to develop self-reliance through promoting and supporting them to make appropriate, informed and mature decisions concerning their lives. We deliver an optimum service to help all young people achieve their full potential and to have a positive impact on society.

Nalu House is the first registered children's home providing care and accommodation for up to 3 children with emotional and/or behavioural difficulties (EBD). Nalu House is established under the Children's Act 1989 and will conform to Ohana Care Homes Ltd policies and procedures. Nalu House will practice in accordance with the Children's Homes (England) Regulations 2015 and Quality Care Standards.

Nalu House can accommodate 3 young people aged between 8 and 18 years. The staff team is fundamental in ensuring personalised care and support is provided 24 hours a day, 7 days a week.

The home's ethos is primarily focused on providing a 'home from home' environment where young people feel safe, cared for, and supported to flourish. Through ongoing professional development, staff adopt parenting techniques embedded into their work practice, providing a nurturing environment that promotes each young person's safety and wellbeing.

We aim to offer long-term placements depending on the individualised care plan of each young person's needs. We recognise that this may not always be possible; however, we pride ourselves on offering placements that prioritise stability and safety.

Nalu House is not a **secure setting**, and young people are supported to develop their independence and manage risk in the least restrictive way appropriate to their needs.

Nalu House is required to conform to Children's Homes (England) Regulations 2015, alongside Quality Care Standards. Ofsted is responsible for carrying out full and



interim inspections to ensure the home provides a suitable and high-quality service, judged under the Social Care Common Inspection Framework (SCCIF).

The Children's Home Regulations 2015, Regulation 16 (1) requires that we have in place a written Statement of Purpose for our Children's Home. In addition, Regulation 16 (2) requires that we provide a copy of this document to Ofsted and that we also make a copy available upon request by:

- Any person working in the home
- Any child/young person accommodated in the home
- The parent of any child accommodated in the home
- The Placing Authority of any child accommodated in the home
- The Placing Authority who is considering placing a child in the home

It is the Registered Managers responsibility to take a positive approach to Regulation 16 (2) by providing a copy of this document to those individuals above rather than this having to be requested.

This Statement of Purpose details all elements of the service provision, this includes:

- Quality and Purpose of Care
- Views, Wishes and Feelings
- Education
- Enjoyment and Achievement
- Health
- Positive Relationships
- Protection of Children
- Leadership and Management
- Care Planning



We offer placements for young people, both male and female, aged between 8-18 who have social, emotional, challenging behaviour along with associated conditions i.e. ADHD, ADD, complex needs and attachment issues that affect everyday life. It will be the homes responsibility to ensure plans are put in place to ensure the home remains as stable as possible for all young people accommodated.

An emergency placement may be offered for young people that may have broken down previous placements and require a period of sustained and consistent boundaries in order to stabilise their lives.

Consideration will be made for young people that require increased and consistent supervision and monitoring using higher staffing ratios such as 1:1 staffing needs and wake night support.

Nalu House provides support for long term accommodation however the home can offer short term placements if the referral meets the matching requirements.

Children and young people will be deemed suitable for the home based on appropriate matching through compatible risk assessing and consultation with placing authority/s

#### [Description of Location and Accommodation offered by the home](#)

Ramsgate is a seaside town in the district of Thanet, it was one of the great English seaside towns of the 19<sup>th</sup> century. It has an estimated population of approx. 42,000. Ramsgate's main attraction is its coastline which has one of the largest marinas on the English south coast. It is important to note that Nalu House is situated in an area with potential environmental hazards, including nearby clifftops, beaches, and a train station. These risks are carefully considered within individual and location risk assessments to ensure young people are safeguarded appropriately.

The home is situated 5 minutes' walk away from the town centre and is close to amenities such as Waitrose, Aldi and Iceland. The town offers a dentist and GP practice within a mile of the main town and there are education links close to the home.

The property is a modest town house spread over 4 floors with individual bedrooms accommodating 3 young people aged between 8 and 18 years.

There is an open plan living space on the ground floor with a spacious kitchen and lounge area, leading out on to a courtyard styled garden. The garden is low maintenance and has a BBQ and seating area to promote alfresco dining for our children and young people.

The lounge has a large flatscreen TV and games console. There are large sofas that comfortably seat 6 adults, the lounge leads out onto the open plan kitchen, there is a separate dining area and a fully fitted kitchen with laundry facilities.



All bedrooms are fully furnished with a double bed and all bedrooms come with a smart tv, as well as a welcome pack containing toiletries a stationary set and sensory fidgets. Each room has its own fitted desk, providing a comfortable space to complete home-work.

The home is decorated and maintained to a high standard, promoting a welcoming atmosphere for residents.

The maintenance and aesthetics of the home is modern and is updated on a regular basis. Young people are encouraged to have some input into those changes giving them a sense of belonging and ownership.

Nalu House is situated in a quiet residential road a short distance from the local town. All roads have access to local amenities such as a dentist practice, GP and opticians. Ellington Park which is a five-minute walk from the home has a range of attractions, including a fenced play area for younger children, and a physical activity area which both children and adults can enjoy. The open grass spaces and tree-lined paths make this park popular with families and dog walkers. There is also a bowling green, an Edwardian bandstand, and a miniature railway line which runs in the summertime with small steam powered trains.

West wood cross main shopping centre is less than 2 miles away from the home and offers an array of high street restaurants, a bowling alley, a multiplex cinema and various high street outlets.

Transportation links are accessible, Ramsgate train station is a 10/15 min walk with high-speed links into London. Bus transport service 'The Thanet Loop' offers a service up to every 8 minutes, offering a simple way to travel between Margate, Broadstairs, Ramsgate, and Westwood.





### Our aims and Objectives

Nalu Houses main aim is to provide a nurturing environment where young people feel safe, looked after and able to thrive to their full potential. We pride ourselves on the key principles of residential childcare as outlined in the guide to children's home regulations, including the quality standards that all children should be loved, happy, healthy, safe from harm and able to develop, thrive and fulfil their potential.

Care will be tailored to the individual needs of each child/young person.

We pride ourselves on ensuring an excellent delivery of care. Specifically, we at Nalu House aim to;

- Provide a physically safe and comfortable place to live and to safeguard and promote the welfare of each child.
- Provide consistent, dedicated, reliable staff, modelling 'good parenting' to support and encourage children within our care.
- Ensure that all the key developmental areas of health, education, emotional and behavioural development, family and social relationships, identity, self-care and social presentation are addressed in the planning for each child.
- Listen to and respond to children's concerns and encourage them to express their views and opinions.
- Ensure each child's rights and individual needs are respected.
- Facilitate positive experiences and constructive use of free time.
- Encourage children to participate in social and leisure activities.
- Encourage children to work together and plan towards household decisions regarding activities, decoration of the house, purchase of equipment, house Rules, sanctions etc.
- Work towards positive outcomes with children, their parents, carers social workers and relevant others.
- Facilitate contact between the children and their family, friends and other relevant people
- Welcome visitors to the home.
- Work in accordance with relevant policies and procedures

Nalu House promotes a 'home from home' approach within a regulated service and will operate as a 'typical' home with a dedicated budget for food, housekeeping and activities. Children and young people are encouraged to develop their social and self-care skills which will be outlined in their individual placement plans.

Children and young people will be encouraged to take part in life skills and get ready for independence training to develop and learn new skills for transition. Nalu House will promote a culture for all children and young people to be encouraged to participate in all routine chores within the home as well as the preparation of meals. Where appropriate children and young people will take part in shopping for their own meals and learn about food preparation, food hygiene and budgeting. Each child/young person will receive regular pocket money and a monthly clothing



allowance. They will have opportunities to be part of the community and social inclusion will be encouraged and reinforced. These areas will be regularly reviewed in YP meetings/discussions.

House residents will have access to a house car for them to travel further afield and explore their community.

The home will have an Independent Regulation 44 Visitor in place who will monitor the performance of the home and report back to the Registered Manager, Responsible individual and directors of the Organisation.

### Monitoring and Surveillance

The home is fully staffed over a 24-hour period and operates at a staff ratio intended to facilitate the development of individual lifestyles. The company operates a 24-hour management on-call system to facilitate advice or rapid response as required. The home has a dedicated, experienced, and suitably qualified staff team to support children and young people to live a fulfilling life.

Bedrooms are fitted with door sensors which can be activated if children and young people demonstrate behaviours that may cause them or others harm or distress e.g. entering another child's bedroom at night. The door alarms are disarm able and we will seek relevant consent regarding the use of mechanical surveillance. Consent forms will be made available within the child's Placement Plan file.

CCTV is operational in the external grounds of the house only. This system is in place as a security measure to ensure the home is fully aware of who may enter the grounds of the premises. The front door of the house is also fitted with doorbell containing a live camera. This device will only capture movement within the proximity range of the front garden when the doorbell has been rung.

When young people are working towards being independent and wish to use free time, we utilise the Life 360 app as a measure young people can agree to using to demonstrate their ability to be transparent and trusting. The use of the life 360 app will be installed on a young person's mobile phone and staff will be able to see the young person's location. Due to this measure being classed as surveillance we ask our young people to consent to the use of this measure alongside the placing authority's agreement.

We will seek consent from the relevant professionals regarding the use of mechanical surveillance. Consent forms will be evidenced in the young person's relevant file and the young person's views to this level of surveillance will be captured in his/her placement plan.





### Fire procedures at Nalu House

Nalu House adheres to robust fire and emergency procedures. We use an external service to carry out regular checks on Fire equipment and alarms are tested at regular intervals which are recorded in our inhouse fire documents. Testing takes place in line with the fire safety policy and legislation. Supporting children and young people to have a good awareness of fire safety is essential and we explore residents understanding through regular key working and fire safety questionnaires.

All young people and staff are required to take part in regular fire drills, the home is clearly marked with exit points, fire equipment locations ensuring the house is a safe environment.

The staff team are responsible for carrying out weekly fire checks and are required to record and report any actions required to their line manager. All staff have been trained in first aid so that there is a first aider on duty at all times. All staff are trained in fire safety and complete weekly fire safety checks that are recorded in the fire safety booklet.

Fire precautions and emergency procedures will be inspected during monthly statutory Regulation 44 visits and the registered manager is responsible for ensuring checks are logged, monitored and reviewed in REG 45 reports.

### Arrangements to support anti discriminatory practice

We at Nalu House strive hard to consider the religious and cultural backgrounds of children/young people and their families. The opinions and views of children and young people on all matters affecting them, including day to day matters, are ascertained on a regular basis. Enquiries are made into the religious and cultural background of each child/young person as part of planning their admission into the home. Provisions can then be made to allow the child/young person to practise their religion in a manner appropriate to their age, ability and understanding. Each child/young person is, as far as practicable, to have an opportunity to attend such religious or cultural needs and preferences. To support the individual appropriately, the staff team will seek out advice, knowledge and support from the relevant religious or cultural centres and authorities as necessary. Training and guidance will be given to staff where this is needed. All staff within the home will receive training on Equality and Diversity to proactively promote rights, choices, beliefs and traditions.

At Nalu House we promote a culture of anti-discriminatory practice through the core values we uphold where;

- Children and young people have the right to their religious, cultural, dietary needs and to celebrate their individuality.
- Children and young people have the right to be listened to, express themselves, take full part in decisions affecting them, have things explained to them and the right to complain.



- Children and young people have the right to privacy, space, time and dignity, have fun and allowed to be a child.

Staff will be responsible in ensuring they have the skills and understanding to;

- Act as role models for young people, ensuring there is a clear message to follow; everyone is equal.
- Take efficient action in recognising and combatting discrimination face on. This will include identifying discrimination, challenging in a positive manner, allowing a safe environment for young people to have a balance of expressing and respecting each other's views/beliefs.
- Create a culture where it is natural to interact with children and young people in a way that values diversity and respects cultural, religious and ethnic differences.

#### Arrangements for dealing with complaints

Each young person is made aware of the complaint's procedure upon arrival and will be supported to use it if they wish. This will involve either a verbal or written complaint which will be recorded within the complaint's book and responded to immediately. We aim to resolve the complaint within 14 days. Where there are more complex complaints regular updates will be provided for the young person every 14 days until resolution to ensure they are aware that the matter is being taken seriously.

At Nalu House, children and young people will receive ongoing support in how to make a complaint through key working, questionnaires and young people's meetings. It's important that the young people's voices/s are integral in continuously improving the service.

External services for dealing with complaints for young people are also available.

- The Children's Commissioner can be contacted on 02077 838330 if the young person did not feel that they were being listened to. The nominated officer would then make arrangements to visit and speak to the young person and follow up with any subsequent actions.
- Child line also offer support and advice to young people choosing to use this service. Telephone number 0800 1111.
- Ofsted can receive complaints and can be contacted by post to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. Telephone number 0300 123 1231.



### Care planning and reviewing

On admission each child/young person will have a Placement Plan, which sets out clearly the assessed needs of the child/young person and how these will be met on a day-to-day basis. The Plan includes the key elements of the CIC system, health, education, physical and emotional needs. Safeguarding and promoting welfare, cultural, religious language, leisure needs etc. Contact arrangements with family, friends and significant others are an important factor that is considered and during care planning and reviewing processes. The child/young person's needs and how best they are being met will be monitored by the child/young person's key workers. The key workers are responsible for maintenance of the Plan and co-ordinating the guidance, advice and support for the child/young person. The Registered Manager regularly seeks the views of children and young people, parents (where appropriate), social workers and teachers to ensure all key figures work in partnership to ensure the needs of the child/young person is met. Children and young people are encouraged to participate in meetings designed especially for them; minutes are taken recording their views, opinions and ideas. Young people's meetings will be held monthly or when requested and are tailor made to consider the age range and level of understanding. All children and young people receive a copy of these minutes with copies also provided to the staff team. The child/young person will be encouraged to participate as far as is practicable in the review process however staff will support and encourage the children and young people who wish to make a less formal "one-to-one" approach with staff and the placement plan is an evolving plan that is discussed during these events. All children and young people are made aware of the context of their overall plans and Placement Plan according to their level of understanding and support received by their keyworker.

### The child's views, wishes and feelings

At Nalu House, we firmly believe that children and young people should be empowered to make meaningful decisions about their lives and actively shape the way the home operates. To achieve this, our staff team work collaboratively with residents, ensuring their voices remain central to all key decisions.

Keyworking is a shared responsibility embraced by the entire team, reflecting our commitment to offering a "home-from-home," family-style ethos. Every staff member plays an essential role in advocacy and support, ensuring no single individual carries the responsibility alone. This shared approach mirrors the way responsibilities are distributed in a family household, fostering a sense of collective care and belonging.

We value the influential role that all staff play in the parenting journey of our young people. By engaging in Keyworking as a team, we ensure that every child benefits



from the diverse perspectives, skills, and support of the entire staff, reinforcing the nurturing and supportive environment we strive to provide.

The understanding of an advocacy and Keyworking will be discussed through the introduction of key working in their first month when they arrive.

At Nalu House, we strive to create a warm, home-like environment where young people feel safe, heard, and valued. Traditional “young people’s meetings” can feel overly formal and may not always encourage open, meaningful discussions. In response to young people’s feedback, we have redesigned these meetings as “**Chill & Chat**” sessions to encourage a relaxed, youth-led space that fosters genuine conversation, shared decision-making, and empowerment.

We recognise that young people engage best in spaces where they feel comfortable and respected. **Chill & Chat** provides an informal yet structured opportunity for young people to:

- Share their views on their care, routines, and home environment.
- Express ideas, concerns, and aspirations in a way that feels natural to them.
- Contribute to shaping the culture and daily life at Nalu House.
- Develop confidence in their voice being heard and acted upon.

Chill & Chat will be held monthly at a time agreed and led by the young people, promoting consistency while allowing flexibility to fit around their lives. Sessions will take place in comfortable, familiar settings, such as the lounge or kitchen, and may include refreshments to create a relaxed atmosphere. Each session will aim to include the following:

1. Check-in: A casual start, inviting young people to share how they’re feeling.
2. Open Discussion: Young people can bring up topics of their choice, with staff facilitating conversations rather than leading them.
3. Focused Topics: If needed, a specific area (e.g., activities, house rules, food choices) may be discussed.
4. Action Points: A summary of key points raised, and actions agreed.

To ensure young people’s voices influence decision-making, outcomes from Chill & Chat will be formally embedded into team meetings as a standing agenda item. This will ensure:

- Staff are aware of young people’s priorities and concerns.
- Decisions made during Chill & Chat are followed up with meaningful action.
- Feedback is provided to young people on what has been implemented or reasons for any limitations.

By integrating young people’s perspectives into staff discussions, we strengthen collaboration, trust, and shared responsibility within the home.

Chill & Chat embodies our ethos at Nalu House; creating a space where young people feel at home, valued, and empowered. This approach supports our commitment



to collaboration, respect, and inclusive care, ensuring young people are active participants in shaping their own experiences.

Key workings will be paramount in ensuring the young person's views are heard and key working will have continuous oversight from senior management to ensure their voice is filtered through key documents.

The key worker/s provide 1:1 support to the child/young person and sessions are structured (at least 4 structured sessions per month) to gain the child/young person's views. Ad hoc sessions will also take place monthly so other topics can be discussed that are not outlined in their monthly structured plans.

Each month the team will work collaboratively through team meetings to discuss relevant topics to be addressed. All staff will be responsible for ensuring that the children and young people have been consulted with in their monthly summary which is then reviewed in monthly team meetings.

In addition to key working, consultations will take place regularly with giving residents the opportunity to discuss matters that are important to them directly with the managers. This will have a free flowing, organic approach with no pressure or agenda set, giving the young person the opportunity to feel relaxed and at ease to discuss anything with management.

All children and young people will have statutory visits from their social worker/s and CIC reviews will take place to review care arrangements. Key workers will be responsible for supporting the young person in understanding the importance of CIC reviews ensuring their views are discussed prior to a review. Children and young people will be supported in attending their CIC reviews, Keyworkers and management also attend these reviews along with parents and other relevant professionals. These reviews focus on the individual, promoting their voice within the home.

### Educational arrangements

Education is fundamental for children and young people. All the Young people that reside at Nalu House are encouraged to engage in education and Nalu house will work collaboratively with social services to ensure any education needs outlined are met.

Education may take place at our training centre depending on the age and level of need/s or through mainstream or other special needs education setting.

Identifying a suitable education provider or school that specifically meets the needs of the young person is essential and will be a priority within the planning process.

Educational plans may include initial placements being made at our specialist education provision with a longer-term aim of reintegration into mainstream schools or full-time provision or at another specialist provider. Short term resources such as



home tutoring can be arranged if alternatives cannot be accessed, whilst a more appropriate provision is sought. Each young person's Personal Education Plan (PEP) is an integral part of his or her care plan and these arrangements are agreed upon admission or as soon as possible thereafter. The Social Worker and school, along with the manager of the home, will ensure that this is addressed and influenced by the young person and key worker. Where young people are already attending an educational provision at the time of their admission, every effort will be made to ensure there is no interruption in their existing provision. All young people have appropriate facilities and private areas for home study. Staff will promote academic support and help young people in the completion of their homework. Our staff build and maintain effective communication with external agencies committed to furthering the child's academic and career progress. In this way, we will work together with outside agencies to explore educational and career opportunities for all our young people.

### Enjoyment and Achievement

At Nalu House, Children and young people will be encouraged to take part in activities in and out of the home. The team will utilise, key working and Chill & Chat sessions to encourage discussions about activities. As a home, group activities will be encouraged however the main emphasis will be around the individual interests of each young person, ensuring they have opportunities to express their views on activities that are of interest to them.

Children and young people will be able to pursue their interests, develop confidence in their skills, and continually add new activities and experiences to their activity planner.

Residents at Nalu House will be encouraged to utilise local community services. We have a range of local amenities such as local clubs like the Ramsgate & Broadstairs sea cadets to the Hornets boxing club.

Thanet also has a range of activities such as Revolution skatepark to Dreamland amusement park.

The level of supervision required would be subject to ongoing assessment of risk and consultation. Emphasis is placed upon maintaining a normalised experience.

Children and young people will be encouraged and supported to maintain a healthy balance between free and controlled time within the structure of the day.

Individual activity plans reflect the needs and choices of the children and young people incorporating periods when they are encouraged to pursue their own interests.

The children and young people at the home are encouraged and given opportunities to take part in a range of activities both within the home and in the community.

Birthdays will be celebrated as a group as well as public holidays such as Christmas. Children and young people will help in the planning of these events and discussions through key working and Chill & Chat sessions will take place prior to these events. Staff actively encourage family involvement in all occasions planned.

The child/young person, where able, is encouraged to participate with staff in planning these events.





### Health Arrangements

Each young person will be registered with the local GP, dental surgery and optician as soon as possible after they arrive. Appointments and check-ups will be made as and when required. We place great importance on encouraging our young people to lead a healthy lifestyle and will ensure their needs have been assessed and implemented into their individual placement plans when they arrive.

All children and young people will be supported to attend their LAC medical and any recommendations made will be tracked as areas to be supported in their placement plans.

We also recognise that individuals may have specific dietary needs or wishes which will be respected. Lifestyle choices are also the focus of discussion between staff and young people. Choices young people make such as smoking, using alcohol and substances are discouraged through engaging and meaningful discussions. Staff will encourage engagement with available external services to tackle smoking, alcohol or substance use. Ensuring young people make informed decisions and understand the impact this has on their health.

All staff are trained in First Aid as part of the mandatory training and the home has fully stocked First Aid boxes which are checked monthly so if in the event a child or young person has a minor injury, we can actively administer First Aid promptly which could potentially reduce the need to attend a surgery.

All our staff will be trained in the Safe Handling of Medicines, and we ensure robust recording and storage procedures are in place. Management also ensures monthly audits take place to ensure medication is appropriately checked.

### Supporting Therapeutic Input

We are aware that on admission some children and young people may be receiving therapeutic inputs and that others, following assessment are identified as requiring therapeutic involvement through private or NHS services such as CYPMHS who can provide support such as talking therapy, for example Cognitive Behavioural Therapy (CBT), family therapy or psychotherapy.

In both instances the homes will facilitate that involvement and work closely and in conjunction with any individual providing or co-ordinating a specific treatment or package of therapeutic care. We would proactively facilitate a young person access to the range of therapeutic resources from external services.



In addition to the services outlined above we have established positive working relationships with a variety of other agencies and individuals including counselling and therapeutic services. These can be accessed in consultation with the placing authority to address young people's needs for such issues as sexual or physical abuse, drug and solvent abuse, bereavement and loss etc

### [Our wellbeing approach](#)

At Nalu House, Mental Wellbeing and health is at the forefront of our approach. Within this we do our best to help our young people identify, regulate, and understand their emotional state and how to cope going forward. We adopt approaches including wellbeing check ins, sensory items and well-being resources for young people which its tailored to their individualised needs.

### [Promoting contact with family & friends](#)

Every effort is made to promote contact between parents the child/young person residing at the home as outlined in their Placement Plan. When a young person is placed at Nalu house, contact arrangements will be outlined at the planning meeting stage.

A telephone will be available for all children and young people to make and receive calls in private ensuring privacy and dignity of our residents is respected at all times. The Placement Plan will reflect the arrangements for telephone use and contact and any restrictions on this will be made clear in their Placement Plan and only for the protection of the child/young person. This will be agreed with the placing authority at the point of admission. We encourage parents and siblings where possible, to be fully involved in the child/young person's life, this can include attending CIC reviews, School Open Days, Parents' Consultation Evenings etc. Time with the young people's families and significant others will always take account of the best interests of the young person.

### [The protection of children](#)

#### [Safeguarding](#)

At Nalu House, the registered manager and staff team work collaboratively to maintain a strong safeguarding culture, supported through ongoing professional development. Safeguarding training is a core part of the induction package, and refresher training is delivered regularly in line with the Children's Homes (England) Regulations 2015 and company policies. Management staff (Manager and Team Leader) receive Level 3 safeguarding training as part of their professional development.

All staff at Nalu House are trained to identify safeguarding concerns and understand their role in protecting young people from harm. Safeguarding is delivered through



face-to-face and online programs and is embedded in everyday practice. Staff help young people develop strategies to manage and reduce risks, encouraging them to express their views about safety both inside and outside the home through regular keywork sessions.

A copy of the Local Safeguarding procedure is kept at Nalu House and is available to all staff, alongside the home's policies and procedures.

At Nalu House, the Designated Safeguarding Lead is Chris Davies, who oversees complaints and safeguarding investigations. Chris works collaboratively with local social care (Kent) and placing authorities. If concerns arise about a staff member, the Local Authority Designated Officer (LADO) and Ofsted will be notified, and a multi-agency approach will be used to manage the investigation.

Ohana Homes operates a whistleblowing policy and is committed to creating a culture where staff feel safe and supported to raise concerns about practice.

Local Area Risk Assessments (LARA) are carried out annually to ensure Nalu House is located in a safe and suitable area. The LARA specifically considers the homes proximity to clifftops, beaches, and the train station as well as any emerging local issues. Risk assessments are dynamic and are reviewed in consultation with external agencies, including the police, to ensure they remain current and reflective of the local context.

### Counter Bullying

Bullying is a persistent and personal abuse of power to an individual. Bullying is defined as the unjustified, unprovoked and repeated display of aggressive, verbal or physical behaviour on the part of one individual or group to torment, inflict pain or humiliate, to the extent that the victims lose the power of will defend. Bullying is recognised as a serious problem that can affect a person's mental and physical health and well-being. Bullying and any other forms of intimidation is not acceptable at Nalu and Zero tolerance to any issues we encounter.

Internet bullying will be monitored by all staff ensuring that children and young people access appropriate safe sites. We also have filtering systems in place that flag inappropriate sites.

The home has a zero-tolerance policy towards any form of bullying of children and young people by staff or others and has a robust anti bullying policy to support this. All concerns of this nature will be investigated, responded to and outcomes monitored in the bullying log. The challenging behaviour presented by some children and young people can sometimes be directed at others and could be interpreted as "bullying". Children and young people often misunderstand the concept of bullying, and it is therefore very difficult to address the behaviour by applying "normal measures" used to counter bullying.



Education is key in these circumstances and staff will be responsible for ensuring there are opportunities of learning through creative resources, key working and group learning.

Below are some of the measures we have in place to counter bullying;

1. Staff will teach children and young people how to socialise and respect others particularly their dignity and privacy.
2. All young people have access to a Children's Guide, informing them of what bullying is and how to respond to it or make a complaint.
3. Advocate and key worker support is available to all children and young people, details can also be found in the Nalu Children's guide.
4. Detailed Placement Plans and Positive Behaviour Support Plans for children and young people.
5. Chill & Chat sessions will take place regularly so there is a 'safe forum' for children and young people to express their feelings.
6. Adequate staffing ratio to ensure high levels of support and supervision.

### Missing from Care

Nalu house will ensure that all children and young people are supervised both during the day and at night according to their assessment needs. If a child/young person is at risk of missing, relevant Risk Assessments are created along with relevant information such as a compact report which contains personal information such as;

- A physical description of the young person including age, height, weight, distinguishing features, hair colour, height etc.
- Details of any relevant medical condition
- Any known locations, hot spots or relevant associations
- A photograph of the young person

The Registered Manager will put into place all reasonable measures to prevent a child/young person from missing. These procedures may include physical modifications such as window restraints. Any measures used will be agreed in the child/young person's Placement Plan. In the event that a child/young person regularly goes missing risk management meeting will take place

In the event a child/young person does go missing the police are notified whilst staff conduct a localised search based on all known information and knowledge of the child/young person. The safety of the children and young people are paramount. All relevant authorities will be informed, on their return the child/young person will be supported and monitored, a full investigation would be initiated as this would be a serious event which could be reported to Ofsted if the young person is persistently missing and their whereabouts is unknown.

If the child/young person wanted to speak to an independent advocate, then this can be arranged. Parents and professionals would be kept fully informed of any action taken to prevent reoccurrence. At Nalu we have a comprehensive Missing from Care



policy which is linked to the Safeguarding Children's Missing from Care Policy and Kent Police's Missing Children and Young People Protocol.

### The homes approach to physical intervention

At Nalu House, we are committed to a proactive and tailored approach to supporting young people through PRICE (Protecting Rights in a Caring Environment) intervention. By having in-house instructors, we ensure that training is bespoke to the individual needs of our young people, focusing on de-escalation, trauma-informed care, and safe intervention techniques that align with their specific experiences and challenges.

Having accredited trainers within our team provides significant benefits, including the ability to deliver ad-hoc refreshers and workshops as needed. This flexible approach ensures that staff maintain confidence and competence in their practice, reinforcing best practices in real time. By embedding PRICE principles into daily operations, we create a consistent, responsive, and supportive environment that prioritises the well-being and rights of the young people in our care.

All staff will receive regular training in the safeguarding of children and young people and are certified in PRICE Training.

This training focuses on de-escalation techniques and positive approaches to challenging behaviour. The course is designed to equip staff with the knowledge, skills and confidence to practice safely, understand and respond appropriately to behaviours of concern, resulting in better outcomes and reducing the likelihood of placement breakdown.

All staff understand that physical intervention is the last resort, the PRICE modal has a significant emphasis on the use of non-restrictive tertiary strategies, such as de-escalation, diversion, distraction or strategic capitulation as well as the use of break-away techniques to safely respond to unwanted physical contact.

### Arrangements for supervision

Nalu House is fully committed to meeting supervision standards as set out in Regulation 33 (4b) of the Children's Homes Regulations 2015. We will ensure that all staff receive 1:1 supervision, or group or observational supervision and appraisal in line with Company Policy and Children's Homes Regulations 2015. The purpose of supervision is to create a forum in which staff can be held accountable for their work, receive advice and support on work-based practice, and allow an opportunity to explore personal and professional development. Additional supervision will be provided as required or requested. We believe that it is essential to ensure best practice is promoted and achieved through staff development and education. Nalu House aims



to encourage and maintain high motivation and morale amongst individuals and the whole staff team. The company has a robust policy on staff supervision and records held by the Registered Manager. Performance reviews are also embedded into each staff member's supervision, to ensure a high standard of service is provided. We also ensure at Nalu House that there are regular staff meetings to keep the staff team up to date with the young people's development or to share information regarding the reviews of young people, company developments, health & safety issues etc.

[Qualifications and experience of the leadership team](#)





## **The Directors**

**Jojo Rassekh**     [jojo@ohanahomesltd.co.uk](mailto:jojo@ohanahomesltd.co.uk)

Director Jojo Rassekh has worked with children and young people for 15 years, formerly in residential care, before establishing Liberty Training and the care homes 8 and a half years ago. JoJo previously served as a firefighter for 10 years. Jojo brings with him a wealth of experience and knowledge. He currently heads up the special education and behaviour within Liberty Training's specialist college.

**Michelle Smith**     [michelle@ohanahomesltd.co.uk](mailto:michelle@ohanahomesltd.co.uk)

Director Michelle Smith comes from a background of working with young people for 20 years, for the Connexions service as an Employment and Training Adviser and Personal Adviser and Tutor and in a care setting with children in care. Passionate about helping others, Michelle has dedicated her career to making a difference in people's lives. She organised and ran courses for NEET young people (not in employment, education or training), and worked with them on a one-to-one basis, helping them to progress into employment, education or training, and she has a variety of experience in management roles. Michelle is also one of the designated safeguarding officers for Liberty Training and Ohana Homes.

## **Responsible individual**

**Jojo Rassekh**     [jojo@ohanahomesltd.co.uk](mailto:jojo@ohanahomesltd.co.uk)

Jojo took on the role as Responsible individual in July 2023. Jojo has worked directly with children and young people for over 15 years working particularly in children's homes providing support for vulnerable young people with complex needs.



### **Registered Manager**

**Chris Davies**      [chris@ohanahomesltd.co.uk](mailto:chris@ohanahomesltd.co.uk)

#### **Qualifications**

NVQ Level 3 Health and Social Care

NVQ Level 5 Care and Leadership Management

With over 10 years of experience in the social care sector, Chris began his career after following his parents' footsteps of being experienced foster carers in the local area. Chris worked for a reputable organisation where he experienced many stages residential childcare has to offer, from a support worker, team leader, deputy manager and a successful registered manager with 5 years of experience, supporting young people with complex, challenging needs.

### **Deputy Manager**

**Emily Baylis**      [Emily@ohanahomesltd.co.uk](mailto:Emily@ohanahomesltd.co.uk)

#### **Qualifications**

NVQ Level 3 Health and Social Care

NVQ Level 5 in management

Emily started working in elderly care at the age of 19 in 2014. After a year Emily started working in a supported living location with adults with learning difficulties. In 2017 Emily found her first job in childcare as a residential support worker. Within this role she supported EBD, majorly autistic and challenging children. She then moved to another children's home in 2018. This was again with autistic and challenging behaviour. Emily worked her way up to become a senior and was responsible for overseeing the Keyworkers, completing supervisions, creating documents, finances, rotas, and other roles. In 2020 Emily completed her certification to be a PRICE instructor along with a diploma level 3 in residential childcare. In 2023 Emily successfully completed her NVQ level 5 in September 2023.

In March 2025 Emily took part in the PRICE 'Train a trainer' program where she has regained a recognised accreditation to deliver inhouse training to the staff team at Nalu House.

### **Assistant Deputy Manager**

**Lucy Wren**      [lucy@ohanahomesltd.co.uk](mailto:lucy@ohanahomesltd.co.uk)

#### **Qualifications**

Bachelor of Arts Honours Open Degree – 2:2 with Hons



Bachelor of Science in Health Studies Degree – 2:2  
Society, Health, and Development Diploma  
Teacher Training – Qualified Teacher Status - PASS

Lucy started working in a nursery in 2013. After three years Lucy took on a manager's role at a linked nursery for a further year. In 2017 Lucy found her first job as a Residential Support Worker as well as working at an SEN school as a TA. Within these roles she supported EBD, majorly autistic and children with emotional and behavioural difficulties. Lucy was responsible for overseeing the key working, organising half term activities, creating documents, finances, rotas, medication, one to one session teaching phonics and other roles. In 2021 Lucy started with the organisation where she became a Support Worker and had taken on the role as Team Leader for both 16+ houses for nearly 2 years. Lucy also completed her Qualified Teaching Status in 2021. Lucy is currently working towards gaining a level 5 qualification and has recently received accreditation as PRICE instructor to deliver in house training to Nalu House.

### **Support worker's**

Tish Batchelor      [tish@ohanahomesltd.co.uk](mailto:tish@ohanahomesltd.co.uk)

#### Qualifications

NVQ Level 2 Health and Social Care

NVQ Level 3 Children and Young People's Workforce – Residential Care

Functional Skills – Maths & English Level 1

Functional Skills – Maths & English Level 2

Tish started her career in care working in a residential home for the elderly, where she supported the residents with their everyday living. After two years she became a senior, working night shifts within the same home. Tish left this position to have children returning to care a few years later. Tish worked in another nursing home, working night shifts, where she worked alongside nurses, gaining lots of experience. Tish started at Liberty Homes (Company's previous name) in 2014 as a Support Worker. In 2018, Tish took on various roles over the years where she worked up to becoming an area manager. Tish decided that her passion remained working directly with the young people and returned to being a support worker.

Annette Gordelier      [Annette@ohanahomesltd.co.uk](mailto:Annette@ohanahomesltd.co.uk)

#### Qualifications

Children, Young People and Families Practitioner Level 4 – PASS



Annette started working for an SEN school in Dartford as a MDS from Sept 1998 to Sept 2000. Annette then became a TA in the same SEN school. Annette has worked with all ages of children with autism in her role as a TA. Annette also ran the afterschool club there for children from 11 to 19 for the past 10 years. Annette left teaching in Feb after 23 yrs. Annette felt that she wanted a career change, the opportunity came up for a support worker in March 2021 for Ohana homes which Annette now works and thoroughly enjoys and wishes she had done it sooner. Annette has successfully completed her Level 4 award in residential childcare.

**Robyn Kenyon** [Robyn@ohanahomesltd.co.uk](mailto:Robyn@ohanahomesltd.co.uk)

Qualifications

Children, Young People and Families Practitioner Level 4 – PASS

After testing a few roles throughout the hospitality industry, Robyn knew her true calling laid elsewhere. She then managed to get a position as a SEN teaching assistance in a SEN Specialist School. Robyn spent a year here learning all she could in relation to supporting students with a variety of complex needs. This cemented that her place in life was going to be helping young people as this became her passion. Robyn has successfully completed her level 4 award in residential care.

**Rebecca Newton** [Rebecca@ohanahomesltd.co.uk](mailto:Rebecca@ohanahomesltd.co.uk)

Upon leaving school with grade A GCSE in Child Development, Rebecca knew that her vocation was going to be within the Health and Social Care sector. Rebecca studied a GNVQ Advanced Health and Social care qualification at college before moving into the care settings providing support for young people with Learning difficulties and more recently Rebecca worked for four years as a Teaching Assistant within a SEN school.

Rebecca is working towards completing a level 4 award in residential childcare.

**Sarah-Jayne Gallagher**

After working in the City of London for a major merchant bank for years, Sarah-Jane made a conscious decision to move to the coast. Sarah-Jane decided she wanted a change in career and wanted to pursue her interests in teaching. Sarah-Jane attended college to gain a Diploma LEVEL 3 in Supporting Teaching and Learning, then going on to obtain a HLTA qualification, working with children/young people. This led Sarah-Jane to study the level 4 in Children, young people and families practitioner, whilst working at Nalu House.



## **Rachael Carlton**

Rachael Carlton      [rachael@ohanahomesltd.co.uk](mailto:rachael@ohanahomesltd.co.uk)

### **Qualifications**

Health and Social Care NVQ Level 2 – PASS

Hairdressing Level 2 Diploma – PASS

Children, Young People and Families Practitioner Level 4 – PASS

Rachael completed her Health and Social Care qualification whilst sitting her GCSE's. Rachael started working in a hair salon in 2013 whilst on an apprenticeship. During her training she had completed her qualification 7 months early and remained at the salon for a further 6 months. After this, Rachael went on to work in a metal component factory where she worked her way up to become a supervisor. Rachael had responsibilities of organising the daily tasks of her team and prioritising jobs. Rachael worked there for 4 years until the company was shut down. In 2020, Rachael started working at Ohana Homes as a support worker and has successfully completed her Level 4 NVQ.

### Staffing structure within Nalu

The staff team at Nalu House consists of a team of Support Workers and senior leadership cohort made of deputy managers and a team leader that assists with the day to day running of the home alongside the Registered manager.

The staff team are made up of both sexes with an array of different ages providing a range of appropriate role models with different backgrounds.

Staff support is ultimately dependant on the needs of the young people placed, we recognise that children and young people have diverse needs, and their staffing establishment and skill mix will be developed to accommodate our children/young people's needs and preferences.

Where any future admissions are made to the home that involves either gender, management will ensure the gender mix is appropriately balanced.

Each team works flexible shift patterns in accordance with the needs of the young people. Either the Manager provides on-call support. During nighttime duties there will be two staff members on shift, both will be responsible for undertaking a sleep-in duty. Wake night measures can be implemented as and when necessary and will be dependent on the individual needs of the young people.



### Organisational structure

