



Treetops Statement of Purpose



Reviewed May 2025

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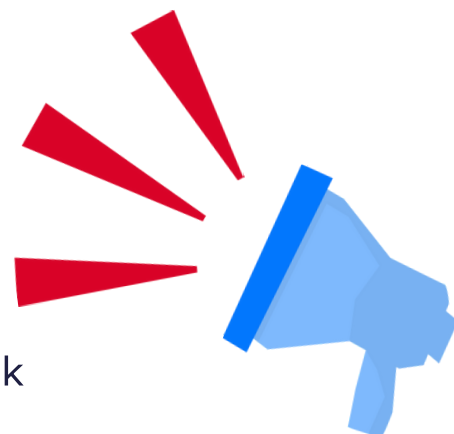


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Children's Rights Commission for England:

The Office of the Children's Commissioner
Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT

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White Lodge

Treetops is part of White Lodge, a charity for people with disabilities, neurodiversity and additional needs.

Our vision is a world that is inclusive to all regardless of ability.

We celebrate abilities, promote inclusivity, foster self-belief, and ensure dignity, equity, and compassion for all.

Our Mission

At White Lodge, we champion inclusivity, dignity, and opportunity for individuals with disabilities and/or neurodiversity. We foster environments where every child and adult can thrive and reach their full potential.



Quality and Purpose of Care and Care Planning



Treetops is a purpose-built short-break Children's Home. It is located at White Lodge, Chertsey, Surrey, a few minutes from junction 11 of the M25.

Treetops provide short breaks (respite) to disabled children and young people, up to their 18th birthday.

Children and young people can stay for the following time periods:

- Overnight
- A tea visit (15:30-18:30 term time only)
- Day care (10:00-16:00) at weekends or during school holidays

Term dates follow the Surrey County Council academic year calendar.

Under the short break arrangements, we can accommodate up to 6 children and young people staying overnight. We can have an additional three children or young people for a tea visit or day care.

At times we may receive an emergency child-protection referral. If this happens and we are at full capacity, we might have to cancel a child or young person who is booked in. We will give the allocation back at a later time. These emergency referrals are agreed on a case-by-case basis.

Treetops is wholly and mainly a children's short break home. In exceptional circumstances, we may support a young adult past their 18th birthday. This is to facilitate a smooth transition into adult services. This is agreed on a case-by-case basis, without compromising our provision to children.

After they turn 18, young people who remain at Treetops until another option is available may notice changes in how their package is used. This is to guarantee that the groupings are suitable for their ages and requirements.

Treetops provides fantastic facilities as well as a 'home from home' experience for the young people who visit.

At times of emergency, we may use external agencies if a child's health care needs exceed our staff skill set. A risk assessment will be completed. This ensures that the staff have the required safer recruitment checks and training.

Treetops have a Children's Guide using pictures and symbols. This will be given out for families to share before the child's first visit.

The admissions process aims at familiarising young people with Treetops before their stay.

Most young people are referred through their social worker. We are also open to emergency admissions if we are a suitable provision.

Some families may choose to use their Direct Payments to access the service. This is dependent on staffing levels and is assessed case-by-case.

Our process for preparing young people for transition beyond Treetops is thorough. We work with families and other professionals to aid a smooth transition into adulthood.

Treetops knows how important it is to work closely with families and other professionals. This enables us to deliver the best outcomes for our young people.

The keyworker system allows families and practitioners to know who to communicate with. It ensures that clear information is available to families at the time they need it.

Facilities

The facilities consist of:

- Six bedrooms specifically adapted to meet the individual needs of the young people who stay with us.
- All bedrooms have ceiling hoists.
- Smaller lounge with TV & sofa.
- Large communal area with dining table, seating, a large toy cupboard and an interactive sensory panel.
- Sensory room.
- Kitchen where young people can be supported to develop their independent, and life, skills.
- Adapted wet rooms.
- Outside seating area with extensive gardens which includes a specialised play area.
- Treetops has its own vehicles. This enables the staff to take the young people out to explore and access the community.
- CCTV – to monitor all external doors to Treetops.



How to access Short Breaks at Treetops

To tap into the service at Treetops:

- Your Children With Disabilities Social Worker will liaise with the Registered Manager, or Deputy Manager in their absence.
- They will fill out an impact risk assessment form to access Treetops' services. This guarantees that each young person's requirements can be met, while allowing them to share space with others.
- We will arrange for families to visit us.
- A staff member will be assigned to meet the family and give them a tour.
- The family will create an 'All About Me' document to help staff attend to the child's needs throughout the visit.
- Until funding is agreed upon, children will not be able to use the service.



Equal Opportunities

Treetops is committed to promoting equal opportunities and treatment in the provision of its services. We recognise that people can be discriminated against because of their protected characteristics. We challenge and are opposed to all forms of discrimination.

Treetops strives to meet the individual needs of the children and families using the service. We encourage young people to be involved in celebrating different religious festivals. We use these occasions to promote tolerance and understanding of others' beliefs.

Staff aim to provide the young people with experiences and opportunities they may not be able to do at home. From outings and activities in the community to encouraging social development with peers. Treetops help young people develop valuable life skills in a safe environment.



Complements and Complaints

We endeavour to offer friendly, courteous and appropriate services to everyone who is involved with Treetops. We welcome feedback and would like to hear about things you have found helpful or unhelpful. We send out quality audits to ensure we capture views and act upon them.

Any compliments can be passed to a member of staff, or put in writing and sent to the Registered Manager.

Please speak with a member of staff or the Registered Manager if you are unhappy with any aspect of our service. Usually the matter can be sorted out during a discussion.

For formal complaints, there is a three-stage process. You can ask any member of staff for a complaints leaflet which will help you understand the process. We aim to resolve a complaint within 28 days.

If young people are not happy at Treetops, staff work hard to identify the reason why and rectify it. We have a child-friendly complaints system in place. This ensures children are able to, and know how to complain. This is displayed on our lobby notice board.



Views, Wishes and Feelings

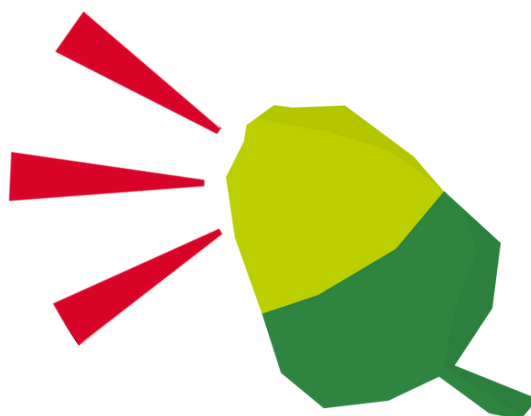
The United Nations Convention on the Rights of the Child states that all children and young people have the right to express their views in a manner that is appropriate to their age and ability. These are considered on any decisions affecting the young person.

Treetops is committed to ensuring that the wishes, hopes and aspirations of all young people are heard. This is regardless of their ability or means of communication and decisions that affect them.

We capture the children's views and wishes by asking them to evaluate their experience of the service. We use the preferred communication systems for each child such as PECS or photos.

Each young person has a robust care plan known as an 'All About Me' (AAM). This contains information about how best to communicate with the young person, for example using Makaton or PECS. Staff ensure they use the relevant tools to best communicate with each individual.

We aim to encourage children to have a say in their care. We encourage young people to have as many choices as possible, including choosing activities and meals. We understand that all young people are individuals and will have different preferences. We aim to cater to this accordingly.



Education

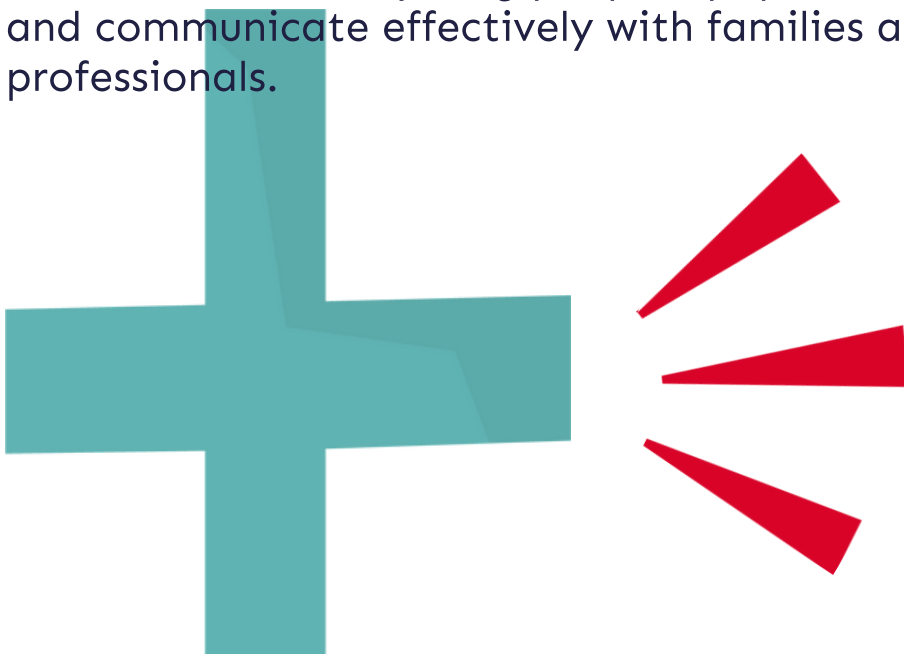
Many of the young people arrive and go to school directly from Treetops via transport services. We have close links with schools and professionals to ensure this transition is smooth. For example, with equipment or medication.

Young people coming from school are given support with their homework by staff when required. They can use the Treetops computers and visit the local community library. We attend reviews and can embed young people's schools' targets into our outcome system. Young people visiting Treetops develop life skills, self-care skills, and social skills.

All of our young people have Physical and or Learning Disabilities. We have a copy of their Education, Health and Care Plan (EHCP). We work with schools on behaviour, sharing and developing behaviour plans together.

If a child is unable to express their feelings verbally, they may do this through their behaviour. If the behaviour challenges others, staff support the child to de-escalate the behaviour. We are affiliated with the Restraint Reduction Network and look to minimise the use of physical interventions.

All staff ensure the young people's paperwork is up-to-date and communicate effectively with families and other professionals.



Positive relationships

All young people have a communication book. In it, staff write about the young person's activities and general wellbeing during their stay. We encourage parents/carers to share any news or specific requests in this book.

The communication book plays a role in developing relationships between staff and families. This is important as many of our young people arrive and leave us on transport. Parents may not see staff face-to-face for some time.

While staying at Treetops young people can communicate with their families and friends. They can do this by using the telephone, sending emails or having family to visit (this must be prior agreed arrangement).

Staff form good relationships with schools, social workers and other relevant professionals. This means that the appropriate strategies and support are in place at Treetops.

The safeguarding and behaviour management policy are available on request.



Enjoyment and achievement

Treetops offers young people a choice of activities. Staff consult with young people to coordinate and provide a variety of activities.

We encourage young people to choose from a range of both onsite and offsite experiences. Staff support and encourage young people to broaden their experiences and try new things.

We always ensure that activities meet the needs of the individual. We tailor activities to develop and reflect young people's social interests and skills.

Some of the activities offered during a child's stay may include:

- arts and craft
- technical interactive games and use of computers
- cinema room
- swimming – if under a therapy referral
- sensory play
- eating out at local restaurants
- bowling
- music sessions
- cooking
- outings to parks and local attractions
- trips to the theatre and cinema
- day trips - including the beach, museums and farms



Health

The All About Me (AAM) document details any medical or health needs a young person may have. Staff receive training from a nurse trainer to ensure we can meet children's health needs, including administering medication and gastrostomy feeding.

White Lodge has a hydrotherapy pool which can be used by Treetops young people; if part of a funded therapy plan. It also has a sensory room, an adapted kitchen and a cinema room in other areas of the main site.

The AAM details the assigned health professionals. It also states when staff can communicate with the young person's school or community nurse. We also have contact details for GP's and consultants to ensure we are meeting each young person's health needs.

We evaluate the competency of staff administering medication through regular supervisions and observations.

Treetops staff communicate with a young person's physiotherapist if requested. Staff can help children with physiotherapy exercises if the young person requires it. This is alongside the support of the physio teams. If needed, behaviour support plans and risk assessments also form part of the AAM.

The nurse trainer and White Lodge training Co-Ordinator can deliver or organise all medical-related training. This allows us to react quickly to changing needs and new referrals when staff need specific training.



Protection of Young People

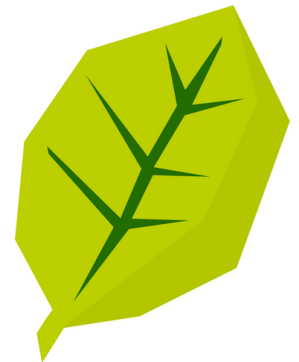
Treetops puts great importance on young people being and feeling safe during their stay. Should your child be unwell and unable to attend Treetops please notify us as soon as possible.

Treetops is purpose-built building and has a location risk assessment in place. There is CCTV recording on the premises to view the entrance activity only.

The building has regular input from the White Lodge facilities team. This includes annual building and fire risk assessments. They also complete a monthly health and safety report.

Treetops has many policies that protect the young people who visit us including:

- Safeguarding
- Missing from care
- Bullying
- Behaviour management
- Medication and healthcare
- Minimising the risk of Physical Intervention



Whistleblowing and confidentiality policies are also in place to protect the young people.

A full index of all Treetops policies, as well as a copy of any policy is available on request.

Staff have biannual safeguarding training, including E-safety (internet safety). Safeguarding training includes Child Sexual Exploitation (CSE), Female Genital Mutilation (FGM) and Radicalisation. Staff also receive Home Office training on the Prevent duty.

On induction, staff are trained in:

- manual handling
- infection control
- administering medication
- first aid
- behaviour management (Safety Intervention Training)

This is refreshed when required.

Safety Intervention Training is a physical intervention strategy. Selected staff are trained in this technique. We use this in line with Surrey Schools.

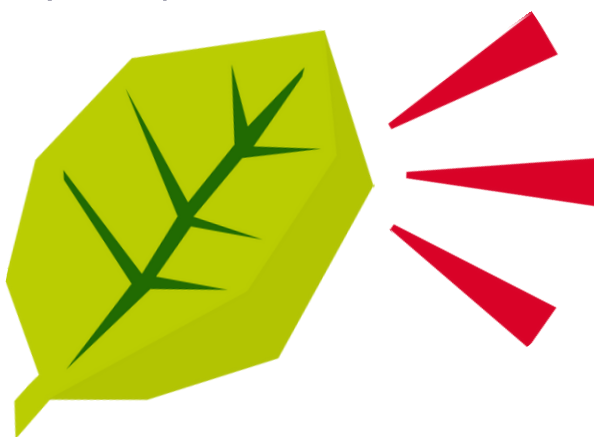
White Lodge has a qualified Safety Intervention Trainer. They assess staff as fully competent to use this intervention. Staff are taught to use preventative measures to reduce the need to use physical interventions. We work closely with young people's schools to implement strategies to reduce behaviour that may challenge them.

The behavioural and care needs of the children are reflected in our high staff ratio where the majority of our children have funding for 1:1 support.

Each shift is led by a senior support worker, and the ratio of support workers increases when required. If a senior support worker is unable to make their shift, an appropriately experienced support worker will lead the shift in their absence

We have 2 waking night staff on shift each night. They aim to check the young people approximately every 30 minutes unless otherwise instructed by the parents/carers.

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There are a few occasions when we are unable to meet our preferred staffing levels. We have good links with a local agency and we have identified agency staff who have become familiar with our routine. We would initially request these staff should the need arise.



Leadership and Management

The Treetops team brings a wide range of experiences and training to their roles. Young people can have contact with appropriate role models.

The recruitment process comprises of a short informal online interview. If successful, a face-to-face formal interview will take place and, depending on the role, an inbox task may be required. A minimum of two references are obtained and verified. An enhanced Disclosure and Barring Service (DBS) check is needed before they begin work.

All White Lodge employees have a six-month induction period, which starts when they begin their post. This involves: regular support from their line manager, training and following the White Lodge Induction Standards. Permanent employment is subject to the successful completion of a six-month probationary period.

All staff are allocated a supervisor with whom they meet at least ten times per year (full time equivalent). These meetings give the opportunity to discuss the staff members' role, develop strengths and areas of interest, reflect on practice, and identify areas for further development.

Staff appraisals are held annually. Development plans are discussed with objectives set to achieve individual aims.

Treetops is part White Lodge, which is a registered charity, the CEO reports to a board of Trustees.



The structure of Treetops is as follows:

White Lodge Centre Board of Trustees



CEO and Responsible Individual - Lesleigh Bounds



Treetops Registered Manager - Marsha Bishop



Senior Support Workers (5)



Support Workers (13)



Appendix 1 – parents guide

Appendix 2 – staffing (on request)



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