

Moorfield –Management Plan

www.totogroup.co.uk

Key: Contact [REDACTED]

Company Overview

Toto are a newly formed social enterprise, specialising in residential children’s care within the Northwest of England. Everyone working at Toto shares a passion for providing specialist care, locally, bespoke to the needs of the authority and the child, with an emphasis on stable, loving, long lasting placements. We provide care for children and young people with complex needs, autism, learning disabilities and physical disabilities. Our homes provide tailored care packages in therapeutic homes with highly dedicated and experienced staff teams. Teams that are committed to providing loving, nurturing, and safe environments that encourage every child’s full potential. We’re driven by a passion to be a beacon of excellence among children’s care services in the UK, with an uncompromising resolve to always do what is right for our children. Our aim is to empower our children to build brighter futures and provide unwavering support as they grow and progress on their journey into adulthood.

We were awarded Lancashire Children’s Social Care Provider of the Year 2025 for our excellent work supporting vulnerable children.

Quality & Purpose of Care

A statement of the range of needs of the children for whom it is intended that the children’s home is to provide care and accommodation.

The home is for a maximum of one child or young person, however they may change overtime depending on the length of stay. The home will look after children and young people, both boys and girls, who have a mild to severe learning disability and/or physical disability between the ages of 8 up to 18 years of age. Children we care for may also have a diagnosis of Autism or be on the ASD pathway.

Many of our children will have Education, Health and Care Plans or be being assessed for one. The mix of young people will depend on factors identified during the initial impact assessment and the current children and young people that already live in the home.

Integration into the community and the suitability of the location will underpin all matching decisions. Strong neighbourly relations and a positive presence in the community will underpin these decisions also.

Some of our children may have communication difficulties and require additional support to communicate their views, wishes and feelings to us. All staff will be trained appropriately in areas such as PECS or Sign language as required, to ensure that the voice of our children is sought and understood.

Some children will have severe physical disabilities requiring specialist health interventions from medical professionals who may visit the home from time to time.

The home will provide placements for children who require short-, medium- and long-term care, on a planned transition basis. Whilst emergency placements are not ideal, we accept that sometimes they are necessary.

Details of the home’s ethos, outcomes the home seeks to achieve and its approach to achieving them

Mission & Ethos

We believe in providing the right home for every child, for as long as they need it. Through our commitment to being kind, smart, brave, and safe, we empower children in our care to overcome challenges, develop resilience, and reach their full potential. We're deeply committed to ensuring that our children's voices, in whatever form they choose to express themselves, will always be listened to, valued, and respected.

We're dedicated to providing care and support that extends beyond childhood and into adulthood. This long-term approach allows us to foster enduring relationships and create lasting feelings of safety and security for our children. By being a consistent presence in their lives, we ensure that every child is provided with comfort, guidance, and stability in childhood and as they navigate the challenges and opportunities of adulthood ahead.

Our mission is guided by our following core values:

We're Kind: We treat every child with compassion, empathy, and respect. Our homes are filled with love, understanding, and a genuine concern for each child's well-being.

We're Smart: We use our expertise, knowledge, and innovation to provide the best possible care for our children. We continuously learn, adapt, and improve to meet the unique needs of each child.

We're Brave: We have the courage to stand up for what is right and to advocate for the best interests of children in our care. We empower our children to face challenges with confidence and resilience.

We're Safe: We prioritise the physical, emotional, and psychological safety of every child. Our homes provide a secure, stable environment where children can heal, grow, and flourish.

By living these values every day, we create homes that make a lasting difference in the lives of our children. We're committed to being a consistent, reliable, and nurturing presence in their lives, providing the love and support they need to build a foundation for a successful future.

Our aims

- To put the child at the centre of everything that we always do and advocate for their rights
- To provide a home where Leaders and Managers create and ensure a strong safeguarding culture
- To advocate for the rights of our children; right to diagnosis, reasonable adjustments, support, education and employment, and joyful experiences through active participation within the communities in which they live, and the wider world.
- To work with the wider multi agency framework through early and effective intervention; overcoming all and any obstacles to children making progress, meeting goals and fulfilling their dreams
- To inspire and promote positive risk taking, new experiences and leaps of faith that result in full and happy lives.
- To provide stable and long-lasting homes that are built on love

Achieving our aims

In all we do we will ensure that highly qualified, passionate and knowledgeable people care for our children. Through our in-depth knowledge of the legislative framework protecting children and regulating children's care, we will hold all agencies to account for ensuring their rights are met and their lives are better for it. Our recruitment and retention strategy ensures that we employ some of the best people in the sector, whose role in our children's lives is not just a job, but a vocation. Thoughtful and kind people, abreast of all research and best practise, committed to compassionate child-centred safe and loving care.

Our multi-disciplinary team will ensure that our care is individualised to the needs of every child – one size will never fit all. Our children are wonderfully unique and will always be treated as such.

Children will be provided with education, health and therapeutic support delivered by people, focused at all times, on the solution to any problem. Mindful and meaningful action will be taken, in consultation with professionals and families, to overcome obstacles to our children making progress, meeting goals, and fulfilling their dreams. In all circumstances, any needs that we cannot meet within our pool of expertise, will be met by those who can.

Whilst emphasis will be on all Children's Homes Regulations relating to the care of children, our ethos is firmly rooted in the principles of Regulation 5 and the critical importance of engaging with the wider system to ensure children's needs are met. The link below provides access to the Children's Homes Regulations which provide the legal requirements children's homes must follow and further information in relation to how this can be achieved.

<https://www.gov.uk/government/publications/childrens-homes-regulations-including-quality-standards-guide>

A description of the accommodation offered by the home, including: Accommodation and adaptations

Moorfield is a 2-bed detached family home in a quiet and safe community in suburban Whalley, Lancashire. The main building of the home is made up of one story, consisting of 2 bedrooms, a lounge and a kitchen.

In addition, the house has a garage and a sizable garden.

All areas are wheelchair accessible for children who use wheelchairs.

The home is currently for residential use.

Staffing

The rota will run from 07.30 – 22.00 for day staff and 21.00-09.00 for waking night staff.

In addition to management there may be up to 2 staff members on shift by day and two staff members on shift at night (mixture of waking nights and sleep ins), however staffing levels will vary according to the number of children we have and their specific staffing needs. Staffing levels will be aligned to parking capacity also.

The home has spaces for up to 3 cars and the company operate a good neighbour policy to ensure that the operation of the home does not negatively impact the local community. The needs of the children are such that there won't be any anti-social behaviour and children will be suitable supervised and supported at all times.

The home will be run by the Homes Manager and the Responsible Individual will oversee the homes practise and integration into the community. In addition there will be a Deputy Manager and 3 Team Leaders ensuring that there are suitably qualified and experienced people in the home at all times. The home will also operate a 24/7 on call system to ensure requisite support any hour of the day as needed.

A description of the location of the home

The home is located in Whalley, Lancashire, close to local amenities, services and activities. Public transport provision, rail and road networks are excellent. There is ready access to a wide range of sports,

leisure, and social facilities in urban and rural communities, including youth clubs, cinemas, parks, swimming pools and open countryside, which provides safe, pleasant areas for walking and cycling.

As a social enterprise we focus on employment opportunities for local people, provision of care for local children and supporting the wider community through charitable and social responsibility endeavours.

Details of who to contact if a person has a complaint about the home and how that person can access the home's complaints policy

Stakeholder Complaints

The company has a Complaints and Representations Policy. This will be shared with all key stakeholders as required, to local authorities and families upon admission, alongside the neighbours. A copy of the Complaints and Representations Policy will be made accessible upon request electronically, via the organisational website, and by phone via the Homes Manager or the Organisational HR department.

Complaints will be dealt with, dependent upon their nature by the Homes Manager, Responsible Individual or the internal HR department.

Contact details for named people are below:

Responsible Individual – [REDACTED]

Operations Manager – [REDACTED]

Head Office Phone Number – 0800 681 6024

Human Resources – hr@totogroup.co.uk

These people can also be contacted to request a copy of the policy or to make a complaint.

All staff team members will receive, as part of induction, training in Complaints and Representations, Whistleblowing and Safeguarding. Whilst a person may not wish to make a formal complaint, we will consider the nature of the concern when deciding if formal processes will be followed. Any complaint that is a safeguarding concern will always follow a formal process, irrespective of whether a person wishes to formalise their complaint. This is further outlined in the Safeguarding and Whistleblowing policies.