

## Welcome to our Policies & Procedures Site

We created Inspire to enable everyone to share best practice across all of ABC Care.

You will be able to easily view all policies and procedures, as well as contribute your thoughts and ideas.

We know everyone has a unique relationship with each young person & we know that everyone has different hints, tips & strategies for supporting them.

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## Quick Links

[External Visitor Covid-19 Risk Assessment](#) ← must be completed by EVERY external visitor up to 24 hours before visiting ([www.abccare.co.uk/covid-19](http://www.abccare.co.uk/covid-19))

[Nightly Fire Risk Assessment](#)  
[Educational Engagement](#)

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## Mental Health Support around Covid-19

### Department for Education coronavirus (COVID-19) Helpline

The Department for Education coronavirus (COVID-19) helpline remains available to answer questions about coronavirus (COVID-19) relating to education and children's social care.

Phone: 0800 046 8687

Opening hours: Monday to Friday from 8am to 6pm  
Saturday and Sunday from 10am to 4pm

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# Team Teach



An important part of the Team-Teach attitude is to encourage people to feel confident in offering help, and to enable a culture in which accepting help is not seen as a weakness.



To refresh yourself on the videos of each technique, please see [HERE](#).



Choice-Points are like forks in a path. One route leads to aggression and the other leads somewhere else. The more forks there are in the path, the more opportunities there are to defuse and de-escalate. Often these offer the children a 'get out with dignity' choice.

**Behaviour is a language.** Our function is to provide help for children and for each other. This help script is aimed at lowering/defusing anger or anxiety in our children.

- **“Kyle”** Use the child's name, it will help make a connection and engage their attention.
- **“Kyle, I can see you are upset”** Choose your words carefully. Recognition of their feelings is fine but avoid words such as; anger or annoyed, as this may escalate the situation.
- **“I am here to help”** This is a statement of your intention, simply, you are there to help. It's worth remembering that a conscious effort must be made to ensure your para verbal and body language give the same message.
- **“Talk and I will listen”** This statement begins to provide the young person with some direction together with securing our function.
- **“Kyle. Come with me, lets go to the...”** Continue to provide the young person with some direction. Removing them to an area of neutrality to discuss the issue and continue the calming process.

If the child is pacing, staff should avoid walking back and forth, shadowing the young person. This can feel extremely intimidating. CALM stance and body language is essential, as is awareness of staff's proximity to the service user's personal/dangerous space. Remember to speak clearly & confidently and remain CALM.

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## People HR



[>Access your HR services here!<](#)

# Version Control

Inspire is underpinned by 'version control'.

Using a system of Version Control means that:

- There is an 'audit trail' of how a document developed during the drafting process.
- You can be confident that you have the most up to date version of a document
- You can prove which documents were 'in force' at a particular date – this might be crucial for appeals processes, for example.

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