SALUTEM WE ARE HUMANKIND
CARE & EDUCATION

INGFIELD MANOR SCHOOL
FULFILLING POTENTIAL

ACORNS RESIDENTIAL PROVISION

STATEMENT OF PURPOSE

REVISED AND AMENDED
OCTOBER 2026

Ofsted
Outstanding Provider

ingfieldmanorschool.co.uk

CONTENTS

3 The Provider

4 Key Contacts

5 Background

6 Aims & Objectives

7 Facilities & Services

8 CCTV & Listening Systems / Security

9 Staffing Structure & The Team

11 Supervision, Training & Development

12 Admissions

13 Governance & Quality Monitoring

14 Safeguarding in Acorns

18 Complaints

THE PROVIDER

Salutem Care and Education is a leading UK provider of high-quality social care and specialist education services. We support more than 1,350 children, young people and adults, delivered by a dedicated team of over 3,000 colleagues across England and Wales.

We provide personalised, outcome-focused support for individuals with learning disabilities, physical disabilities, autism, mental health needs and complex health requirements. Our services are built around each person's strengths, aspirations and goals, with a commitment to promoting independence, wellbeing and quality of life.

Operating more than 150 services nationwide, including residential care homes, supported living services, day opportunities, schools and colleges, our approach is centred on one core belief: focusing on ability, not disability, and empowering people to live happy, fulfilling lives.

SALUTEM CARE & EDUCATION
WE ARE HUMANKIND

Interim Principal:
Eli Wapner-Carter

Ingfield Manor School
Ingfield Manor Drive
Billingshurst
West Sussex
RH14 9AX

01403 782294

ingfield.manor@ambitoeducation.co.uk

Registered Company Details

Divisional Director: David Gregory

Salutem LD BidCo IV Limited T/A Ambito Care & Education
Minton Place
Victoria Street
Windsor
SL4 1EG

01753 255777 / 07889 456978

david.gregory@salutemsharedservices.co.uk

BACKGROUND

Ingfield Manor School is a nationally recognised Centre of excellence for Conductive Education. Ingfield is a non-maintained special school for children between the ages of 3 and 19 years with neurological motor impairments. We specialise in various learning difficulties and disabilities including cerebral palsy as well as visual impairment, hearing impairment and more complex medical needs. Acorns is the residential provision at Ingfield Manor School and offers a combination of short stays and weekly boarding for children and young people between the ages of 7-19 years during term time. Conductive Education is an educational and holistic approach developed by Professor Andras Peto in Hungary. It teaches those with motor difficulties to actively achieve purposeful movement, which can then be applied throughout the day. This ethos enables our children and young people to develop their independence, living as active and purposeful individuals. At Ingfield Manor School each day begins with a motor learning programme during which the children and young people develop problem solving skills and independence through a series of tasks in lying, sitting and standing positions. All the skills learnt during this time are then incorporated into the evening and morning routines. For example, when a child learns to grasp and release, the skill can be applied to functional activities like holding a toothbrush. The staffing structure at Ingfield reflects the holistic approach of Conductive Education. Some of the residential staffing team also work with the children and young people through part of the school day. This ensures continuity and consistency. Our staff know each individual well and ensure children and young people are challenged to meet their goals and aspirations, always offering a positive 'can do' approach. Our residential service is inspected annually by Ofsted (Social Care). We also receive regular monitoring visits from Changing Outcomes in-line with the National Minimum Standards for Residential Special Schools (NMSRSS).

Boarding at school can help to develop self-confidence, self-esteem, and equip children with skills for independence. Children and young people who board at Ingfield Manor School can enjoy additional social interaction with their peers who have similar needs. Our team of skilled staff work with the children and young people in the evenings to promote their self-help and communication skills. Young people develop their leisure interests and social skills, both on site and in the local community.

AIMS & OBJECTIVES

Our aims are:

To achieve positive outcomes and provide exceptional care for all the young people in our care and education provision.

Our objectives are:

- To support our children and young people to achieve skills for life through learning and development
- To protect the children and young people from harm (actual or likely)
- To provide a safe, structured and nurturing environment
- To promote independence
- To develop confidence within the children and young people
- To develop support plans based on individual needs
- To prepare children and young people for adult life
- To transfer CE skills into daily living tasks

"Large streams from little fountains flow. Tall oaks from little acorns grow."

FACILITIES & SERVICES

Acorns is the residential provision at Ingfield Manor School, located just outside Billingshurst in 17 acres of idyllic grounds. Acorns currently offers Monday-Friday boarding provision during term time for children and young people between the age of 7 to 19 years with neurological motor impairment.

We offer and support varying overnight and short break requests, including:

- Weekly boarding (Monday - Friday) Students return home for the weekends and for all school holidays
- Once/twice a week overnight stay
- Other short break offers such as once/twice a half term
- Respite to pupils who are not on a regular residential arrangement

Our Head of Care will work with children to meet individual needs and aspirations. Whilst staying with us, children can expect to receive exceptional care, benefit from all the facilities we have on site and choose a variety of after-school activities. Acorns has 10 bedrooms, which the young people can choose to share with their friends provided all parties and school are in agreement. All bedrooms are fitted with ceiling track hoists, with some bedrooms offering en-suite facilities. The bedrooms comprise of height adjustable profiling beds, bespoke furniture and lockable bedside cabinets for personal possessions. Bedding can be provided, alternatively bedding can be brought in from home. Children and young people can personalise their own space using display boards. All items should be clearly labelled if using school laundering services. The young person's wishes are taken into consideration including requests to share rooms.

The children and young people have access to a wide variety of on-site facilities including:

- Swimming pool
- Woodland classroom, wildlife garden and campfires
- Wheelchair accessible woodland walks
- Extensive grounds
- Trampoline (rebound therapy)
- Sensory room
- Outside play areas
- A large school hall for activities such as boccia, games, discos and power chair driving practice
- MUGA outdoor (multi-use games area)
- Accessible arcade machine

Our accommodation boasts a bright and modern space specifically designed to offer a homely environment. Our communal lounge, dining and activity areas promote opportunities for socialisation, relaxation and developing independence. There is a designated telephone room for children and young people to use to contact family and friends, with a handsfree option on the phone to enable independent conversations. We have lounge areas with games, toys, arts & crafts, cooking facilities and a large TV for film nights. We have a 'chill out' zone with accesible gaming arcades. Activities are designed to develop individual sensory, cognitive and physical skills as well as providing opportunities to socialise, make friends and have fun!

Acorns provides:

- 6 single rooms, 3 twin rooms and 1 triple room.
- 5 modified bathrooms - 2 with adjustable height baths, 3 with showers and shower trolleys
- Communal lounge for arts & crafts and cooking activities
- TV and DVD players in the bedrooms
- Lockable cupboards within bedrooms for personal belongings
- A 65-inch, Ambi Light Smart TV with Disney Plus in the lounge
- Accessible gaming arcade and touch screen music system
- Staff office
- Laundry facilities with washing machines and tumble dryer
- Dining area with accessible and adaptable equipment
- Student accessible sound system
- IT suite with Wi-Fi throughout the building
- Keypad entry system to ensure safety
- Designated student phone room
- Transport is available to access the community (risk assessments are carried out for outings which determine staffing levels required)
- Trips out including visits to the cinema, bowling, ice skating and eating out
- Ready and Able sports club and
- The Blue Oasis Disco.

CCTV & LISTENING SYSTEMS

All bedrooms are fitted with a one-way listening device that activates the call system. The monitoring system can be used at night if required, to assist with monitoring the young people. There is a two-way call system in the bedrooms, bathrooms and communal area, with green lights outside the room to indicate when staff are present. In exceptional circumstances, visual monitoring via camera can be arranged to monitor the young people who stay. A rationale for use with full consultation with the young person, parents/guardians and consenting paperwork is required in these circumstances. Constant visual monitoring may be rejected if it is felt that it is not needed to keep the young person safe and/or infringes on privacy. Our night team are available to complete routine intermittent visual checks throughout the night; this level of support can be differentiated within each young person's individual care plan.

SECURITY

The entrance to Acorns is operated by a keypad lock and the code is changed regularly. There is a camera to identify arrivals at the front door linked to a bell within Acorns. All visitors are expected to sign in the visitors' book. Acorns operates a CCTV system covering the exterior of the building, linked to a monitoring screen within the night office. A robust fire evacuation procedure is reviewed regularly and Acorns-specific fire drills are performed termly in line with National Minimum Standards. All staff complete fire awareness training and night staff attend fire warden training. A copy of the fire procedure can be found within the night office which all staff read as part of their fire awareness training. All young people have a personal evacuation plan (PEEP) in place should they need to be evacuated from the building in the event of a fire.

ACORNS STAFFING STRUCTURE

The staffing structure at Ingfield Manor School reflects the holistic approach of Conductive Education. Some residential staffing team members also work with the children and young people through part of the school day. This ensures continuity and consistency. Our staff knows each individual well and ensures children and young people are challenged to meet their goals and aspirations, always offering a positive 'can do' approach. We pay careful attention to ensure we recruit a balanced workforce. Staffing rotas and staff ratios are based on the individual needs of each child. Staff hold a minimum of a level 3 qualification in health and social care or a similar subject matter. A robust induction training programme is delivered to new starters and all staff receive annual mandatory updates relevant to their role including basic life support training, safeguarding and moving & handling. Every young person has their own allocated team member who is responsible for planning, monitoring and reviewing all areas of their development. The student support information will be held on Nourish in Acorns.

THE TEAM

School Principal

As Interim Principal of Ingfield Manor School, Eli is committed to building on the school's reputation as a centre of excellence for Conductive Education, while creating an environment where every child feels valued, safe, and supported to achieve meaningful, personalised progress. A key focus of her leadership is promoting independence, confidence, and lifelong skills, ensuring that learners develop a strong sense of agency and self-belief. Eli leads with clarity and warmth, nurturing a culture founded on kindness, connection, and ambition. Guided by the belief that every learner deserves a community that wholeheartedly champions their potential, she is dedicated to ensuring that young people with complex needs flourish academically, socially, and emotionally.

Head of Care

Acorns is overseen by Rebecca (Becci) Sherwood, Head of Care. Becci has experience working across the school and is also a Conductors Assistant. She has worked at Ingfield Manor school since 2013 starting as a Team Member and progressing up to Head of Care. Prior to her Head of Care appointment she was the Team Leader in Acorns and has extensive knowledge of the provision. Becci is one of the school's deputy designated safeguarding leads.

THE TEAM

Team Leader & Senior Team Members
The Team Leader and senior team members support Acorns and are responsible for leading a shift. They have knowledge and understanding in managing a staff team and supporting the needs of our young people. They support and mentor new staff members and act as role models.

Team Members
Some of our staff team in Acorns also work across the school day ensuring continuity and consistency. The number of team members and skill mix are carefully considered to give the best care and support to the children and young people accessing the residential provision for any given shift.

Nursing Team
Ingfield Manor School has its own team of nursing staff who are registered with the Nursing and Midwifery Council. There are nurses on site during the school day and a nurse 'on call' during residential hours to provide nursing support and guidance to the teams. The current Head of Care is also registered with the nursing and midwifery council.

Night Cover
We have a separate team of dedicated staff who oversee the wellbeing and night-time needs of our children and young people, with both waking staff and staff who sleep on site. A named nurse remains on call through the night, and there is always a senior manager on call each night as well as a Designated Safeguarding Lead (DSL) or Deputy.

Domestic Team
Our domestic and premises teams ensure that the environment is cleaned and maintained to an exceptional standard.

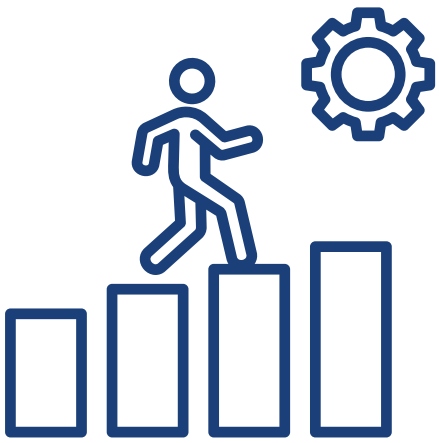
Catering Team
Our catering manager plans and delivers diverse menu options. Hot meal options are available for both breakfast and tea. Students can make requests to the catering manager and are encouraged to share suggestions to help tailor our offering to their tastes.

SUPERVISION, TRAINING & DEVELOPMENT

New staff complete a comprehensive induction programme designed to equip them with the knowledge, skills and confidence required for their role. Ongoing professional development is actively encouraged, with a wide range of training opportunities available both within Salutem Care and Education and through external providers to support career progression and continuous learning. In-house training that is regularly monitored and updated includes:

- Manual Handling
- Dysphasia
- Infection Control
- Communication
- Fire Safety
- Epilepsy Awareness
- Safeguarding Adults and Children (including prevent and online safety)
- Equality and Diversity
- Administration of Medication
- First Aid/Basic Life Support
- Food Hygiene

*This is not an exhaustive list



All staff receive regular supervision sessions and an annual appraisal which reviews performance throughout the year. This ensures continual professional development, as well as assessing performance and setting objectives.

The nursing and therapy teams provide comprehensive competency-based training for clinically delegated tasks such as enteral feeding, administration of buccal midazolam, medication administration and oral suction.

The Conductors deliver a focused induction that refreshes staff understanding of Cerebral Palsy, introduces the principles and practice of Conductive Education, and explores its core beliefs and key features.

The session also familiarises staff with our specialist equipment and clarifies the role of the Conductor Assistants. The initial training is followed by a practical session that gives staff hands-on experience, strengthening their confidence and deepening their understanding of how to support our children and young people effectively.

The speech and language team deliver training which includes eating and drinking, dysphagia and communication.

Training records are tracked to ensure compliance with current legislation and company quality standards.

ADMISSIONS

The first stage when considering overnight boarding provision is to meet with our Head of Care. You will be invited on a tour of the accommodation and this is an opportunity to discuss availability and each child's needs.

Our Head of Care will issue a parental/carer questionnaire. This must be completed in full prior to booking any overnight stays.

A meeting with one of our nurses to discuss any specific medical requirements, such as emergency seizure plans, enteral feed regimes and prescribed medications may also be indicated. Parents are advised that prescribed medications sent into school must be in original packaging with the pharmacy label clearly visible in accordance with our medication policy.

Therapists will provide moving and handling plans for showering and bathing and guidance for using children and young people's specific sleep systems. Speech and Language therapists assess for night-time drinking and provide a support plan.

Some children may benefit from an induction period. This can be tailored to suit the needs of each young person. For example, staying on after school for an activity with peers and an evening meal, prior to going home. The children and young people will be supported during the induction process by staff who work with them during the school day and who know them well. There is a student-friendly guide to Acorns which can be shared with your child prior to admission.

If it is not part of your local authority funding agreement, residential placements may be self-funded or funded through direct payments.

All funding arrangements need to be secured in writing and a contract agreed prior to your child staying in residential.

GOVERNANCE & QUALITY MONITORING

A wide range of systems are in place to ensure that the service is constantly reviewed and improved. Acorns is monitored on an ongoing basis as per our agreed quality cycle. This includes full checks of all systems; the data from these checks are stored centrally to allow oversight. If necessary, as a result of any findings, an action plan will be developed and timescales for completion agreed.

A Service Improvement/Development Plan identifies actions for improvement and records progress against these actions.

Our residential service is inspected annually by Ofsted (Social Care). A report is generated from each inspection which identifies requirements for improvement and good practice recommendations, with time scales for implementation.

We also receive regular monitoring visits from Changing Outcomes in-line with the National Minimum Standards for Residential Special Schools (NMSRSS). Recommendations are shared with the senior leadership team and the local governing body. We have regular visits from a volunteer independent visitor which gives further opportunities for our young people to speak with someone external.

Acorns has a Link Governor who acts as a critical friend to the residential provision and provides a link between the governing body and the residential provision. They ensure the governing body have an active role in the support and monitoring of Acorns and the welfare provision within the school.

Questionnaires are undertaken periodically to gauge levels of satisfaction. The responses provided by the young people and parents feed into the self-evaluation programme and are discussed with the senior leadership team and governors, with regards to both residential and educational provision, to ensure quality of service across all departments.

POSITIVE OUTCOMES

Our aim is to support each young person to reach their full potential

We provide:

- Small residential groups
- High staff ratios
- Spacious living facilities
- Homely atmosphere
- Informal and relaxed approach
- Individually tailored plans and protocols
- Opportunity to undertake a wide range of off-site activities

We are focused on a person-centred service which provides:

- High-quality personal and nursing care
- A safe and stimulating environment
- Support and advice to families
- Independence and transition into adulthood

SAFEGUARDING IN ACORNS

Salutem Care and Education has an overarching Safeguarding and Child Protection Policy. Ingfield Manor School has its own local safeguarding policy. The policies are available on the school website, in the main school office and in the night office.

All staff and volunteers recognise that safeguarding is everyone's responsibility irrespective of whether or not their role has direct contact or responsibility for our children and young people. Ingfield Manor School has rigorous safeguarding procedures which all staff are trained in and adhere to.

The strong home school partnership ensures a consistent approach to promote welfare and wellbeing.

SAFEGUARDING IN ACORNS

It is the responsibility of all our staff to safeguard the children and young people. All new staff and volunteers complete comprehensive face-to-face safeguarding training at the start of their education, have further access to online safeguarding courses and are expected to read parts 1, 5 and Annex A of Keeping Children Safe in Education (2025). We have a Safeguarding and Family Liaison Lead and 5 DDSLs (Deputy D.S.L) at Ingfield. We also have a school governor who is our safeguarding link.

- The DSL/DDSLs complete local authority safeguarding training.
- All staff complete annual face-to-face safeguarding refresher training delivered by the school DSL/DDSLs.

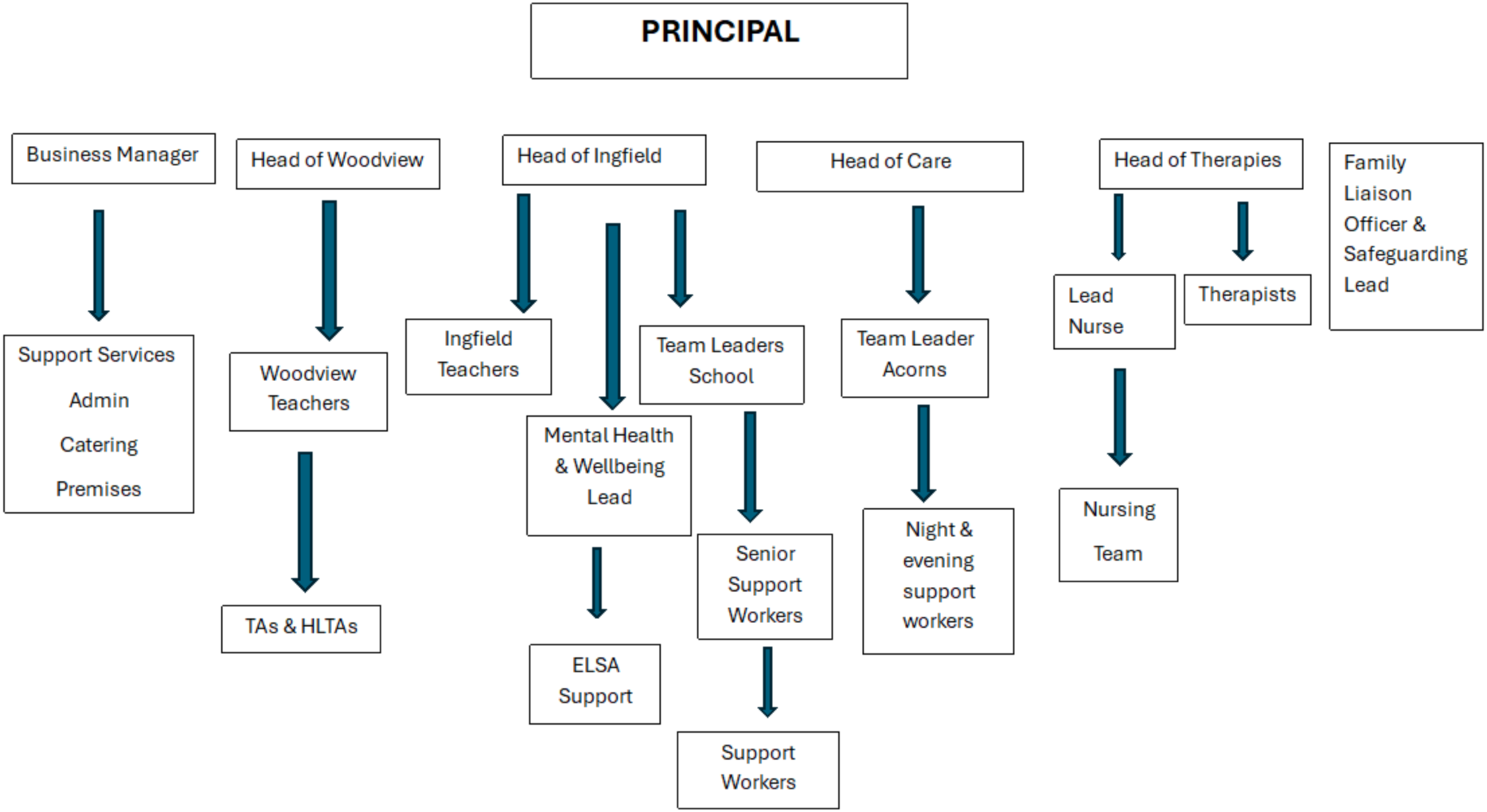
A 'Speak Up' culture is encouraged in Acorns and the team shares a common understanding of protection issues relating to practice. The company provides a whistleblowing helpline which can be contacted confidentially should any staff member feel the need to raise concerns about practice, bullying or harassment.

We have a child-friendly safeguarding policy designed specifically for our children and young people. The policy was created to help our children and young people decide what could be a 'problem' and where to get help and support. A copy of this can be found on our website *(appendix 1)*.

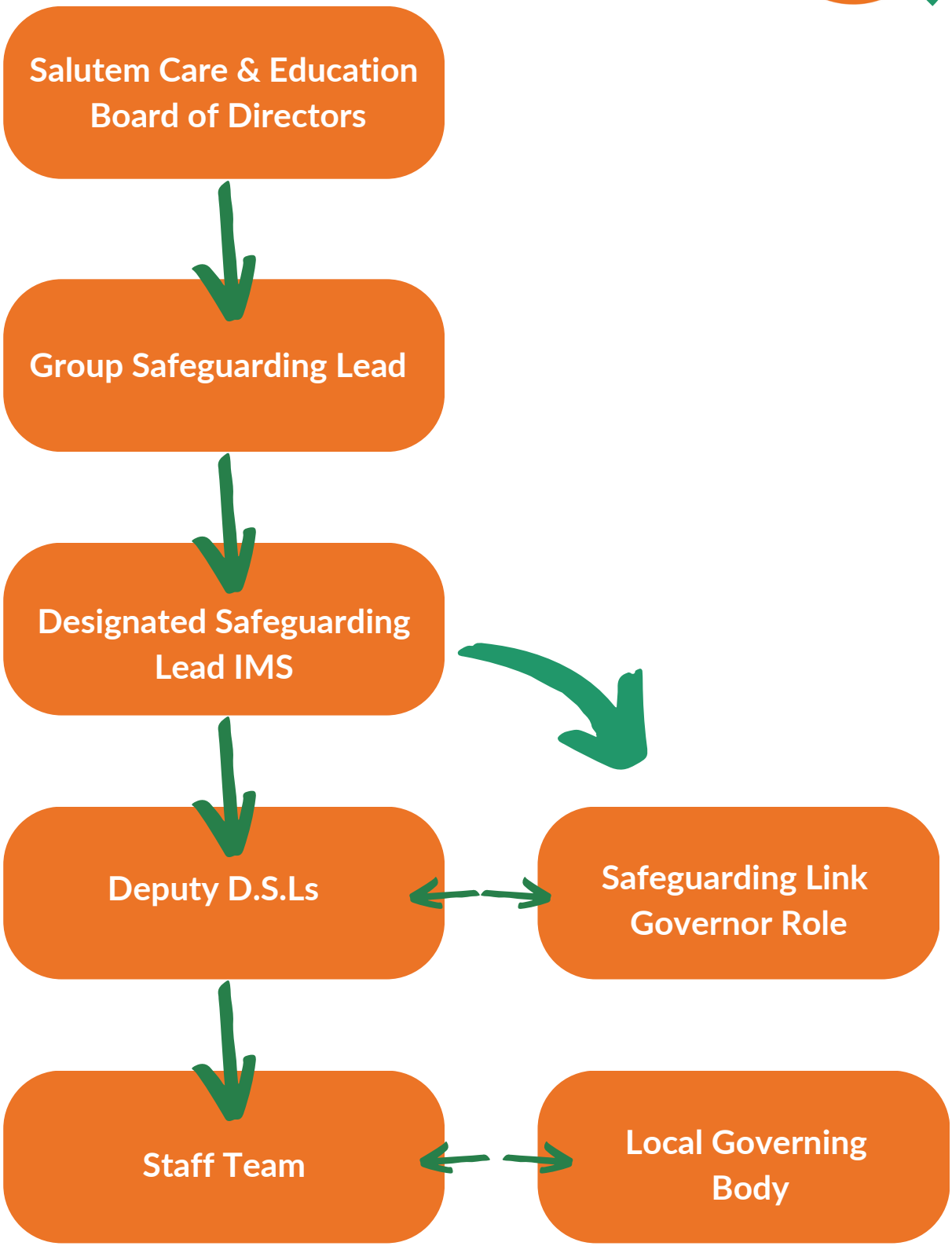
There is a 'Who can I talk to' board prominently displayed in the children and young people' telephone room within Acorns, sharing information about who children and young people can talk to if they have worries or concerns. This also includes helpful contact details of people such as the Children's Commissioner. There are also posters around Acorns encouraging children and young people to ask the team who they can talk to if they are worried.

There is always a DSL/DDSL available to advise staff and offer support should any safeguarding concerns arise out of school hours. Contact details are displayed within the night office in Acorns.

Organogram March 2026



LOCAL SAFEGUARDING TEAM



Key staff duties related to Safeguarding can be found on our website under 'Local Safeguarding Policy'

ingfieldmanorschool.co.uk

COMPLAINTS

Our objective is to provide a secure, calm and welcoming environment for all children and young people and staff. We recognise that these aspirations can only be achieved with the wholehearted commitment and support of the whole school community. Occasionally, situations will occur that prevent the fulfilment of those aims and give cause for complaint. Ingfield Manor School will attempt to resolve any complaints as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

It is vital that all children and young people are given the opportunity to raise a concern or complaint. Many children and young people will be unable to access information in written format, and/or be unable to express their concerns verbally. The 'mind gap' *(Appendix 2)* is for all staff to refer to in order to understand the different ways in which children may behave as a form of raising a complaint. Students will have their individual behaviours documented within their individual support plans. Training is given to all staff as part of the safeguarding induction training to support staff to recognise that some behaviours could be a form of raising a complaint. 'Making a complaint' posters are displayed in Acorns, and the way to read complaints (student guide) should be used to explain the process to those children and young people who may need this *(Appendix 3)*. We have a comprehensive complaints procedure that is time-bound and includes formal and informal stages. **A copy of the complaints procedure is available on the school website and on request**. Complaints can be made within the service to a member of staff or direct to the School Principal or Head of Care:

Interim Principal: **Eli Wapner-Carter**
Email: eli.wapner-carter@ambitoeducation.co.uk
Head of Care: **Rebecca Sherwood**
Email: rebecca.sherwood@ambitoeducation.co.uk

If you feel your complaint has not been resolved to your satisfaction you can complain directly to Ofsted:
https://complain.ofsted.gov.uk

If you wish to whistleblow with a concern, then please contact the Department for Education:
https://form.education.gov.uk/service/Contact_The_Department_For_Education

CONTACT US

Ingfield Manor School
Ingfield Manor Drive
Billingshurst
West Sussex
RH14 9AX

01403 782294

ingfield.manor@ambitoeducation.co.uk

ingfieldmanorschool.co.uk

Ingfield Manor School is proudly
part of Salutem Care and Education

SALUTEM CARE & EDUCATION
WE ARE HUMANKIND