



# STATEMENT OF PURPOSE

FOR

# BRYN TIRION HALL

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## **OVERALL AIMS AND OBJECTIVES OF THE HOME**

**1.1** Bryn Tirion Hall is an Independent Residential Care Home, which is part of the QEwC Ltd group. The Care Home Manager of the service is Roger Chadwick, who has twenty years' experience of working within residential child care and the Responsible Individual is Natalie Fletcher, who has twenty-four years' experience of working within the care sector. We aim to provide residential placements for up to fourteen young people, from the ages of 7 to 18 years who have experienced Adverse Childhood Experiences (ACE's) and display emotional and behavioural difficulties (EBD), social difficulties (SEMH), mental health problems, moderate learning difficulties (MLD) and young persons on the Autistic spectrum. Bryn Tirion Hall seeks to provide an effective and supportive home, to ensure a safe and therapeutically nurturing environment where young people can develop, enabling them to deal with past and present difficulties. It is our firm belief that all young people deserve the highest standard of care and education.

**1.2** The home admits young people countrywide. The young people usually have Statements of Special Educational Needs (Wales) or Educational Health Care Plans (England) that are related to their emotional, social, educational and behavioural difficulties. The staffing structure comprises of therapeutically trained Residential Care Practitioners and auxiliary staff who work within an agreed rota to meet the operational needs of the home. This is supported by a team of specifically recruited Therapeutic professionals.

**1.3** At Bryn Tirion Hall, we operate family style accommodation across our units, where young people are encouraged to recognise their difficulties and improve their patterns of behaviour. The social development of the young people is encouraged by the provision of appropriate social and leisure activities, both within the home and the local community. Young people's rights are respected and safeguarded and the responsibilities of parents and carers are recognised. The staff work in partnership with both young people, their parents/carers, placing authorities and therapeutic practitioners to ensure high standards of care and support.

**1.4** We appreciate that each young person brings with them their own unique life experiences and potential historic trauma and as such we aim to provide each individual the opportunity to learn and grow through a tailored programme. We provide a safe and therapeutically nurturing environment based on thoughtful processes, supported throughout by dedicated teams of professionals and a strong culture of multi-disciplinary working.

**1.5** We have full access to therapeutic practitioners who work directly with the child and support the team in order to support the development and progression of young people. These additional support packages are created on an individual basis and in conjunction with the child's personal plan / placement plan and any objectives identified within. There is a holistic approach to our work with individuals and a tailored service is provided to suit identified needs.

## **TYPE OF ACCOMMODATION**

**2.1** Bryn Tirion Hall is a large detached property set in a rural area on the outskirts of the village of Caergwrle. It is five miles from Mold and six and a half miles from Wrexham. In Caergwrle itself, there are the usual array of shops and amenities, including a train station with links to Wrexham and from there to Chester. There is a medical centre, local primary and secondary schools and a local sports centre.

**2.2** The residential accommodation provides fourteen single bedrooms all with en-suite facilities spread over two floors.

**2.3** The accommodation consists of:-

### ***Ty Conwy***

- Five young people's bedrooms with en-suite shower and toilet, all single occupancy;
- One staff sleeping-in room with en-suite facilities;
- Kitchen/dining-room for domestic use, food preparation, cooking and eating;
- A comfortably appointed lounge / T.V. area for the general leisure use of the young people plus a conservatory which doubles as an additional play area / lounge.

### ***Ty Powys***

- Three young people's bedrooms with en-suite shower and toilet, all single occupancy;
- One staff sleeping-in room with en-suite facilities;
- A communal bathroom with bathtub for use by all young people;
- Separate kitchen / dining area which will facilitate independent living skills development
- A comfortably appointed lounge / T.V. area for general leisure use of the young people

### ***Ty Gwynedd***

- Three young people's bedrooms with en-suite shower and toilet, all single occupancy;
- One staff sleeping-in room with en-suite facilities;
- A comfortably appointed lounge / T.V. area for general leisure use of the young people;
- Kitchenette attached to the lounge for the preparation of meals which will facilitate independent living skills development.

## **Ty Clywd**

- Three young people's bedrooms with en-suite shower and toilet, all single occupancy;
- One staff office / sleeping-in room with en-suite facilities;
- Separate kitchen / dining area which will facilitate independent living skills development
- A comfortably appointed lounge / T.V. area for general leisure use of the young people
- Separate Laundry facilities

There are additional communal spaces that exist within the home. These include an ICT suite and play/games room both of which are versatile enough to be utilised for an array of activities/events and allows extra social space for the children to enjoy.

**2.4** Each young person has access to a key to their own bedroom, with a master set held by the staff. Young people are encouraged to personalise their bedroom and receive a budget for this annually. Young people have access to a lockable facility for the storage of personal belongings which may be kept in their bedroom. There are sensors on the bedroom doors to alert staff to any movement during the night and to ensure we safeguard all residents.

**2.5** The selection of accommodation for young people is determined according to the needs of the individuals. Consideration is given at point of referral (through our **New Referral Assessment Process**) to the most suitable house unit to place a young person within. Additionally, there is a fluid approach to the on-going assessment of young people and their evolving needs and placement plans, which assist the home in recognising when change in accommodation is required (i.e. Moving to another unit within the home to better suit their needs).

**2.6** Bryn Tirion Hall is heated, illuminated, decorated, furnished and maintained, to a high standard that is domestic in appearance and appropriate to the age of the young people accommodated. Televisions and games consoles are provided in each lounge and young people are able to use any personal entertainment equipment throughout the home. The use of ICT, audio and visual material is monitored to ensure the safety and appropriateness of the content being accessed. A telephone is available for young people to use and contact with their family, friends, social worker and other legitimate contact is actively encouraged and supported as appropriate.

### **2.7 Outside the home**

The home is set in its own extensive grounds and provides good space for outdoor play and activities; this is surrounded by perimeter barriers consisting of stone walls, hedges, fences and a wooded area which is part of the property. There are designated play areas within the grounds where ball sports can be played, as well as swings, seating and a barbeque area for use in the summer months. The home has its own vehicles for off-site activities and home visits, although young people are encouraged to utilise public transport as part of supporting and developing their growth towards independence.

**2.8** The premises are to be used solely for providing care for young people in residence.

## **ETHOS AND PHILOSOPHY OF CARE**

**3.1** The ethos and philosophy of care at Bryn Tirion Hall is underpinned by an Attachment and Trauma informed therapeutic practice and an understanding of the needs of young people who have encountered ACE's or display social, emotional and mental health issues. This is reinforced by a commitment to quality care.

**3.2** Our core beliefs and values are:

- Young people have a right to have their basic physical, social and emotional development provided for in a safe, supportive and caring environment. In order to develop, young people must be in receipt of the basic core conditions of safety, containment and attachment, provided by carers that support change through thoughtful processes.
- Each person has the right to feel important and valued and deserves to be treated with respect and dignity and in a way that is fair, consistent and just. Our work is underpinned by anti-discriminatory practice and an understanding of rights and confidentiality.
- The home takes positive steps to ensure that all staff and visitors to the home are kept safe. The home fully complies with current Health & Safety legislation in respect of maintaining standards.
- All behaviour has meaning and is a communication that should be respected as such. Young people need adults who can be thoughtful about their presented behaviours and promote a level of understanding together with a discussion of the impact their behaviour has on themselves and others, whilst working within an environment with clear boundaries and expectations.
- Young people have a right to be involved in decisions that affect their lives and to learn how to make appropriate choices.
- Young people have a right to disagree with others' opinions and decisions, to make complaints and to have their views listened to and be taken into account without fear of the reactions of others.
- Bryn Tirion Hall believes in the use of positive attitudes, praise, rewards, encouragement and modelling to promote good behaviour and social responsibility.
- Young people have a right to confidentiality of information. They must be confident that information about them is not shared with people who do not need the information and also that information will not be shared without their knowledge.
- Each individual's stages of development will be approached in a tailored manner to reflect their own needs at that given time.

## **RESPONSIBLE BODY**

Bryn Tirion Hall is registered with the Care Inspectorate Wales (CIW) as a Care Home Service.

The home was re-registered under the new framework in September 2018 and received certification on **18<sup>th</sup> September 2018**.

A further variation application was granted on **11<sup>th</sup> March 2021** for an increase in residential numbers.

The further variation application for an increase in residential numbers was granted on **29<sup>th</sup> March 2022**.

Section 20(1) (a) of the **Regulation and Inspection of Social Care (Wales) Act 2016**.

### **Conditions of Registration**

- 1** Quality Education with Care Limited is registered to provide a Care Home Service at Bryn Tirion Hall.
- 2** A maximum of 14 individuals can be accommodated at this service.
- 3** The Responsible Individual for this service is Natalie Margaret Fletcher.

Bryn Tirion Hall is part of the portfolio of care homes owned by 'Quality Education with Care Limited'.

The organisation is a small company of dedicated individuals, consisting of six directors who set out to establish an organisation whose sole ambition is to support the achievements and positive outcomes for young people.

The company directors have an understanding of youth work and derive from both an education and residential care background.

Two of the owners of the company are actively involved in the day to day running of the home and hold leading positions on the Care Leadership Team.

#### **The registered address of the company is :-**

Bryn Tirion Hall,  
Mold Road  
Caergwrle  
Flintshire  
LL12 9HA

#### **The Responsible Individual for the service is :-**

Natalie Fletcher

#### **The Care Home Manager for the service is :-**

Roger Chadwick

### **4.1 Details of the Care Home Manager**

The Care Home Manager of Bryn Tirion Hall is Roger Chadwick.

Roger has twenty years' experience of working within the child care profession and played an integral role in formulating Quality Education with Care in 2008.

Roger is one of the directors of QEwC Ltd. Roger was registered as the manager of the home in August 2016 after successful completion of the registration process and fulfilling the criteria set out by Care Inspectorate Wales. Roger is registered as a care home manager with Social Care Wales.

#### **4.2 Details of the Responsible Individual**

The Responsible Individual for Bryn Tirion Hall is Natalie Fletcher.

Natalie has twenty-four years' experience of working within the child care profession and played an integral role in formulating Quality Education with Care Ltd in 2008.

Natalie is a company director and also holds the position of Care Services Director for the organisation.

Natalie was initially registered as the Responsible Individual for the home in August 2016. In September 2018, there was a further application to register the service under new legislation (Regulation and Inspection of Social Care (Wales) Act 2016). This was successfully determined and agreed with Care Inspectorate Wales.

# GOVERNANCE

5.1 The governance of the service adheres to the new regulatory requirements imposed on the provider. As a result, systems have been designed to establish a robust process to ensure that there is scrutiny and accountability in all aspects of the service's operation.

The Service Provider has taken account of and ensures it has:

- Set clear **organisational vision and intent** by outlining the service profile and the actions the organisation will undertake to achieve this in the statement of purpose.
- Put in place and keep under review, the underpinning **policies and procedures** to support the service, managers and staff to achieve the aims.
- Establish sound **management structures** to oversee and monitor in order to ensure that it operates safely and effectively for the individuals in receipt of care.
- Establish clear arrangements for an ongoing cycle of **quality assurance and review** to provide assurance that the company operates in line with statutory requirements, statement of purpose and is supporting individuals to achieve their personal outcomes. The information obtained through monitoring is used for continued development and improvement of the service.
- Maintain oversight of **financial arrangements** and investment in the business to ensure financial sustainability and protect the service from risk of financial pressures.
- **Promote and review the culture** of the organisation through openness, honesty and candour at all levels.

## Governance Committee Groups

*Committee Groups* have been established at company board level to provide a sound base for transparent review and monitoring of the service by members of the board. Each *Committee Group* is chaired by a member of the board (non-working director) and is supported, as required, by subsequent directors working within the organisation.

The process of scrutiny is completed via a periodic review of systems and through a variety of methods to obtaining information.

- 1 Consultation with stakeholders
- 2 Analysis of documentation
- 3 Review of practice
- 4 Review of information through established audit systems

The committee chairs will discuss the outcomes of any scrutiny reviews at board level and ensure that measures are in place to use the information gathered to improve and develop the service.

This information is shared with the board and appropriate actions determined as required. The Responsible Individual for the service is advised of the outcome of the audit and takes action accordingly.

The responsibility for overarching accountability rests with the Responsible Individual and is in accordance with legislative requirements set out in the **Regulation and Inspection of Social Care (Wales) Act 2016, Social Services and Well-being (Wales) Act 2014 and The Regulated Services (Service Providers & Responsible individuals) (Wales) Regulations 2017.**

The Responsible Individual will:

Conduct the monitoring, reviewing and improvement processes to capture information and ensure quality assurance and development. This is achieved via the following methods:

- **Monthly Quality and Assurance Audit** – This information is collated and ensures a review of all aspects of the service.
- **Quarterly Quality and Assurance Audit** – Responsible Individual visit the service periodically (*in accordance with Regulation 73*), meeting with staff and young people, review systems and procedures and report on findings.
- Compilation of the **Quality of Care Annual Review** (Regulation 80).

## **STAFFING, QUALIFICATIONS AND SUPERVISION**

**6.1** Staff at the home are experienced and skilled in working with young people. They are able to offer therapeutic care, guidance and advice based on thoughtful processes whilst supporting structure, consistency and clear boundaries. All staff seek to create a safe and therapeutically nurturing environment that allows young people to come to terms with their challenges and promotes positive development. This in turn will allow them to make full use of the educational resources available to them. We deliver a high quality of service where staff work towards the fulfilment of Bryn Tirion Hall's Statement of Purpose.

**6.2** A comprehensive system is in place to provide support and formal supervision from management to all grades of staff on a regular basis and annually each staff member is fully appraised. This offers opportunities to assess work performance and set development targets as well as identify any training that may be required or desired.

**6.3** Bryn Tirion Hall complies with Social Care Wales guidance in relation to the recognised and accepted qualification for workers within residential Care home in Wales e.g.: Diploma level 2&3 in HSC Children and Young People / QCF – HSC level 3 - working with Children and Young People or most recent qualifications are Core Level 2 and Practice Level 3 CYP. All staff that hold a senior level post are required to undertake relevant qualifications accordingly e.g. Level 5 Advanced Practice, Level 4 Professional Practice in Health and Social Care or Level 4 Preparing for Leadership and Management in Health and Social Care.

**6.4** Staff will have access to all appropriate courses available to ensure that they are in line with current developments, practice and theory. All new staff are required to undertake an in-house induction process as well as the Social Care Wales Induction Framework within six months of appointment. On completion of which they must register with Social Care Wales. Following successful completion and registration, staff are then required to undertake and complete the relevant vocational qualification within two years of appointment.

### **6.5 Staffing Structure of the Home**

- Care Home Manager – oversees the running of the service, care practice and promotes development
- Assistant Managers x 2 - Assist the Care Home Manager in the running of the home
- Three staff teams each consisting of a Team Leader, Deputy Team Leader and Residential Care Practitioners
- Designated Keyworkers who are pivotal in overseeing the day to day facilitation of the personal plan for the individual

In addition, the home is supported by QEWC's administration staff.

**6.6** Our young people are staffed according to their personal plan and risk assessments and in line with the ethos of the home. Should a young person require additional care/support, this will be discussed and agreed at the placement meeting and measures implemented accordingly.

**6.7** Education is delivered in Wrexham at our off site school by a staff team consisting of both full and part time teachers and learning support assistants. Where there is a need for additional learning / tuition, provision is identified and coordinated by the education team.

## **6.8 Staffing Policy for the Home**

The homes intention is to have a therapeutically trained staff team that are able to meet the needs of the individuals accommodated there. During waking hours there is a minimum of 1 young person to 1 member of staff on duty. Efforts are made to ensure the staff on duty represent a range of experience, gender balance and qualifications. All members of the support staff are at least 21 years old.

**6.9** Night time supervision between 11.00pm and 8.00am consists of 4 members of staff sleeping in on each separate unit, one of whom is of a senior level post, and a Team Leader or member of the Care Leadership Team being on call. Where the need arises, waking night staff may be used.

**6.10** Where short-term or unplanned gaps in rota occur due to training, sickness, or staff holiday, our full time staff team are expected to provide cover in the first instance. The home also has a facility to utilise the resources of 'bank staff' as required. These individuals are employed by the company on a 'zero hours contract' and complete the same comprehensive training programme that full time staff complete prior to being allocated shifts. These staff also receive supervision in accordance with the homes policy. The details of 'bank staff' is held within the staffing section (*5.21 – staff name and qualification appendix*) of this document.

## **6.11 Supervision, Training and development arrangements for the Staff Team**

As part of our commitment to promote the interests of our service users and carers we will fully enforce the Social Care Wales Code of Practice for employers of social care workers. These standards require Bryn Tirion Hall to:

- Make sure people are suitable to enter the workforce and understand their roles and responsibilities;
- Have written policies and procedures in place to enable social care workers to meet the Social Care Wales Code of Practice for Social Care Workers;
- Provide training and development opportunities to enable social care workers to strengthen and develop their skills and knowledge;
- Put in place and implement written policies and procedures to deal with dangerous, discriminatory or exploitative behaviour and practice; and
- Promote the Social Care Wales's codes of practice to social care workers, service users and carers and co-operate with the proceedings.

Social care workers on their part are expected to:

- Protect the rights and promote the interests of service users and carers;
- Strive to establish and maintain the trust and confidence of service users and carers;

- Promote the independence of service users while protecting them as far as possible from danger or harm;
- Respect the rights of service users whilst seeking to ensure that their behaviour does not harm themselves or other people;
- Uphold public trust and confidence in social care services; and
- Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.

## **6.12 Supervision and Appraisal**

Supervision is a vital part of supporting, managing and developing the staff team. It is a statutory requirement of employment at Bryn Tirion Hall that staff both receive and take part in the supervision process. Supervision is provided by designated members of the senior care management team. Supervision is provided to new staff on a monthly basis for the first six months. After this period, formal supervision is every six to eight weeks, additional supervision's can be requested by staff at any time. Supervision sessions are recorded and staff are required to read and sign their notes, which are then placed on the staff member's file. If there are any disagreements these are recorded.

**6.13** All new staff undertake a comprehensive induction programme that is subject to a review on completion of their probationary period. All staff will be involved in Performance Appraisals with a member of the senior management team every twelve months. This process forms an evaluation and monitoring of progress and sets personal work targets and actions for the coming year.

## **6.14 Training**

It is the aim of the organisation to ensure that all staff training is comprehensive enough to meet the ethos of the home and individual needs of each young person within the home. Any identified training needs specific to the young people will be identified and agreed at placement planning meetings and subsequent statutory reviews. The home will have a planned and comprehensive annual framework of training, which consists of 36 hours of paid development sessions. This will be delivered to the entire staff team and will identify specific training needs for both the home and young people who reside there. The organisation is committed to providing a diverse range of relevant training at a high standard and attendance by staff is compulsory. In accordance with the organisations staff training policy

**6.15** Physical intervention techniques are part of the course content but only to be used when all other de-escalation techniques have failed. Refresher courses are carried out on an annual basis to ensure good work practice is upheld.

**6.16** It is a requirement of all staff that they attend all training relevant to their post. Training needs will be discussed, agreed and monitored through the forum of supervision and appraisal systems. These are recorded in a Personal Development Plan, which is part of the Performance Appraisal system. Staff team meetings occur monthly and all staff are required to attend. Staff meetings include discussion of the current work being carried out at Bryn Tirion Hall, together with a general review of current practice. Meetings have an agenda and are recorded.

## **6.17 Development**

Staff development is seen as part of an ongoing process that includes:

- Training, supervision and appraisal.
- Team meetings and support sessions.
- Key working and joint working with colleagues within the team & agencies
- Statutory review meetings.
- Support from the homes therapeutic team
- Extra duties and responsibilities, which are delegated to staff as they become more skilled and competent within the team.

## **6.18 Staff files**

In line with current legislation, Corporate Policy and the Regulation and Inspection of Social Care (Wales) Act 2016 and The Regulated Service (Wales) Regulations 2017 all staff at Bryn Tirion Hall have a personal development file. This includes the following information:

- Personal information such as home phone number and address.
- Job description and contract.
- Supervision notes including supervision contract.
- Performance Appraisal and Performance Improvement Plan.
- Record of qualifications and training certificates.
- Record of DBS check and evidence of driver documents, licence, insurance etc.
- Minimum of two references
- Passport photo
- Occupational health / medical questionnaire

## **6.19 Staff Selection**

Staff selected for interview at Bryn Tirion Hall will all be subject to the effective system of appointment to the home. This will include having an enhanced Disclosure Barring Service (DBS) check. This is in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and The Regulated Service (Wales) Regulations 2017.

## **6.20 Staff Conduct**

All staff are required to act as responsible role models for the young people in residence and relate to young people and colleagues in an appropriate manner at all times. Bryn Tirion Hall has the expectation that staff will conduct themselves in a manner that is fitting for their role at all times, both in and out of work.

## 6.21 Staff Names and Qualifications Appendix

Name	Job Title	Qualifications
Curtis Baines	Team Leader	Level 3 Diploma in Health & Social Care (CYP) Level 5 Diploma in Leadership for Health & Social Care Services (CYP Advanced Practice)
Callum Bates	Residential care practitioner	<b>New Inductee</b>
Allan Bathers	Residential care practitioner	Level 3 Diploma in Health & Social Care (CYP)
Jordan Billington	Deputy Team Leader	Level 3 Diploma in Health & Social Care (CYP)
Sarah Birch	Residential care practitioner	<b>New Inductee</b>
Jenna Celine	Residential care practitioner	Level 3 Diploma in Health & Social Care (CYP)
Roger Chadwick	Care Home Manager	Level 3 NVQ in Health & Social Care (CYP) Level 4 NVQ in Leadership & Management for Care Services Level 4 NVQ in Health & Social Care (CYP)
Cerrys Davies	Residential care practitioner	<b>Awaiting enrolment</b>
Gavin Davies	Residential care practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Michael Davies	Team Leader	Level 3 Diploma in Health & Social Care (CYP) <b>Working Towards</b> - Level 5 Diploma in Leadership for Health & Social Care Services (CYP Advanced Practice)
Ashley Edwards	Residential care practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Hannah Edwards	Residential care practitioner / Keyworker	Level 3 Diploma in Health & Social Care (CYP)
Katy Evans	Residential care practitioner / Keyworker	Level 3 NVQ in Health & Social Care (CYP)
Hannah Flewitt	Residential care practitioner	<b>New Inductee</b>
Chris Garrett	Residential care practitioner / Interim Keyworker	Level 3 Diploma in Health & Social Care (CYP)
Nathalie Gibbens	Business Support Officer – Care	NVQ Level 2 - Business Administration NVQ Level 2 – Information Technology Level 3 Diploma – Business Administration
John Gormley	Team Leader	Level 3 Diploma in Health & Social Care (CYP) Level 5 Diploma in Leadership for Health & Social Care Services (CYP Advanced Practice)
Gillian Griffiths	Residential care practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Karl Humphreys	Deputy Team Leader	Level 3 Diploma in Health & Social Care (CYP)
Georgina Hughes	Residential care practitioner	Level 3 Diploma in Health & Social Care (CYP)

Alun James	Residential care practitioner	Level 3 Diploma in Health & Social Care (CYP)
David Jones	Residential care practitioner / Keyworker	Level 3 Diploma in Health & Social Care (CYP)
William Leonard	Residential care practitioner/ Keyworker	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Tracy Mills	Residential care practitioner / keyworker	<b>Working Towards</b> - Level 3 Diploma in Health & Social Care (CYP)
Ceri Morris	Residential care practitioner	Level 3 Diploma in Health & Social Care (CYP)
Robert Newcombe	Assistant Manager - Care	Level 3 Diploma in Health & Social Care (CYP) Level 5 Diploma in Leadership for Health & Social Care Services (CYP Advanced Practice) Level 5 Diploma in Leadership for Health and Social Care (Children and Young People, Residential Management).
Gavin Powell	Residential care practitioner	Level 3 Diploma in Health & Social Care (CYP)
Tanya Purdy	Residential care practitioner / Keyworker	Level 3 Diploma in Health & Social Care (CYP)
Sophie Ravenscroft	Residential care practitioner	<b>Awaiting enrolment</b>
Tom Reilly	Residential care practitioner	<b>Probation period</b>
Danielle Roberts	Residential care practitioner	Level 3 Diploma in Health & Social Care (CYP)
Sabina Scrase	Residential care practitioner	<b>New Inductee</b>
Toni-Jayne Shaw	Residential care practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Carly Simmonds	Residential care practitioner / Keyworker	Level 3 Diploma in Health & Social Care (CYP)
Daniel Soroka	Residential care practitioner / Keyworker	Level 3 Diploma in Health & Social Care (CYP)
Louise Spencer-Evans	Residential care practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Anna Sullivan	Deputy Team Leader	Level 3 Diploma in Health & Social Care (CYP) Level 5 Diploma in Leadership for Health & Social Care Services (CYP Advanced Practice)
Ruth Taylor	Residential care practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Rachael Thomas	Residential care practitioner	<b>Working Towards</b> - Level 3 Diploma in Health & Social Care (CYP)
Laura Vernon	Residential care practitioner / Keyworker	Level 3 Diploma in Health & Social Care (CYP)
Hannah White	Residential care practitioner	<b>New Inductee</b>
Jade Whiteley	Residential care practitioner	<b>Awaiting enrolment</b>
Carolyn Wilks	Residential care practitioner / Keyworker	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core

Elizabeth Williams	Assistant Manager - Care	NVQ Level 3 Health and Social Care (CYP) NVQ Level 3 Management ILM Management <b>Working towards</b> - Level 5 Diploma in Leadership for Health & Social Care Services (CYP Advanced Practice)
Michelle Williams	Residential care practitioner	NVQ Level 3 Health and Social Care (CYP)
Lawrence Wyn-Jones	Residential care practitioner / Keyworker	NVQ Level 3 Health and Social Care (CYP) QCF Level 5 Leadership and Management

## **ADMISSION CRITERIA AND POLICY**

**7.1** Bryn Tirion Hall is primarily concerned with accepting young people between the ages of 7 to 18 years of age who have experienced attachment difficulties and trauma, alongside ACE's and social, emotional and mental health difficulties. This may also frequently encompass a number of diagnosed or possibly undiagnosed developmental disorders or special educational needs including: ADHD, Dyslexia, Dyspraxia, Dyscalculia, Language Difficulties, Opposition Defiant Disorder (ODD), Conduct Disorder (CD), Pathological Demand Avoidance (PDA) and Attachment Disorder (AD). We will therefore always consider a young person with other associated learning difficulties who for a number of reasons may benefit from the care and education we offer, together with any other needs that are the concern of parents/carers and the placing authority. We are unable to offer accommodation to young people who have significant physical disability or those requiring intimate personal care.

**7.2** Our comprehensive referral procedure requires a detailed history of the young person, identifying the specific needs of the residential placement. A twelve week assessment will be undertaken following any new admission to the organisation, within the forum of a panel meeting with all relevant and interested parties represented. A further planning review will then take place to make longer term decisions as to whether the placement is suitable. If it is agreed at this review that the young person's needs are being met within the provision, then the placement is confirmed. The Care Leadership Team will make the final decision to offer a place.

**7.3** We will consider emergency placements on receipt of appropriate information, with the agreement to meet within a maximum of seventy-two hours of admission. All admissions are considered in relation to the composition and needs of the young people resident at the time.

**7.4** The home admits young people and makes the decision on which house unit to place the individuals onto, based on the referral information received and the successful completion of the impact assessment. The criteria matching is an essential element to ensuring that young people's needs are met coming into the provision and for the on-going support of existing residents. The home has no restrictions in regards the mix of gender or age when considering placement.

**7.5** Each child is viewed as an individual and following completion of the assessment into the home, all aspects of their personal plan are reviewed to ensure a bespoke individual care plan is in place moving forward.

## **Arrangements to Provide Therapeutic Support**

- 8.1** Bryn Tirion Hall supports the needs of young people who are in need of therapeutic intervention. The home has a dedicated therapeutic team who are an integral part of the Team Around the Child and ensure that the young person's needs are met through appropriate intervention. This includes direct one to one work with the young person; providing training to the staff team; and offering regular supervision, advice and guidance as part of a systemic approach to therapeutic support.
- 8.2** Our therapeutic approach is trauma informed and is based on the work of:
- Dan Hughes and his PACE model (Playfulness, Acceptance, Curiosity and Empathy).
  - Bowlby's work on Attachment.
  - Van der Kolk and Levine's research on responses to overwhelming life events.
  - Sunderland's work on symbolic communication.
  - Winnicott's concept of the 'Holding Environment', the mirror-role of the mother, 'good enough parenting' etc.
  - Gerhardt's work on neurobiology.
- 8.3** Our Ethical Framework for working therapeutically with children and young people is inspired by:
- The British Association for Counselling and Psychotherapy (BACP) ethical framework for the counselling professions.
  - The United Kingdom Council for Psychotherapy (UKCP) code of ethics and professional practice.
  - The Institute for Arts in Therapy and Education (IATE) code of ethics and professional conduct for working with children and young people.
- 8.4** The therapeutic team is led by a UKCP Registered Psychotherapeutic Counsellor, Consultant, Author and Tutor, who has worked on the international circuit with children and young people who have suffered extreme sexual and physical violence.
- 8.5** Therapeutic one to one work with the young person is conducted by the Therapeutic Counsellor. The frequency and format of these sessions will be based around the needs of the child and how best to achieve positive and meaningful engagement. The sessions will be officially recorded and notes held by the Therapist. The therapeutic counsellor utilises the arts to help the young people safely externalise their experiences. This includes the use of painting / drawing, movies, stories, music, drama / role play, sand play, clay, puppets, craft materials.

- 8.6** All care staff within the home receive comprehensive training on how to provide 24-hour therapeutic support. This 12 day training will be delivered by the UKCP registered Psychotherapeutic Counsellor and focuses on working therapeutically, creatively and compassionately with emotionally wounded young people.

The team will work in a holistic manner and review the needs of each individual young person to ensure that appropriate and relevant additional training packages can be identified and a commitment from the organisation to ensure that staff are trained effectively to respond to the presenting and diverse needs at any given time.

- 8.7** Residential staff will receive on-going support from the therapy team, including supervision, whereby they can explore the challenges of the work and learn to reflect and better equip themselves with the tools to effectively provide on-going support to young people. The purpose of this supervision is to ensure that staff:

- Feel supported in their work.
- Work empathically, creatively and ethically within the limits of their own competence.
- Are able to reflect on their own process in relation to working with traumatised young people.
- Understand how their own resistance, unprocessed material and painful attachment history might cause resistance in young people.
- Further develop their theoretical knowledge of how to work therapeutically with challenging young people.

- 8.8** To ensure that outcomes and development is measured, we will carry out intermittent assessments to identify patterns and development progress for the young person. There will be an initial Baseline Assessment completed at the start of the process which will form a 'starting point' for the therapeutic work and thereafter further 3 months 'Well Being Assessments' to depict changes and development. These assessment will be carried out by the Therapeutic Counsellor with support of the wider TAC and will identify further strategies for successfully working with the young person. All identified strategies and desirable outcomes will be detailed within the care plan to ensure that the entire staff team are working in a child-focused and informed manner.

## ARRANGEMENTS TO PROTECT AND PROMOTE THE HEALTH OF CHILDREN

**9.1** The prime responsibility for the good health of young people lies with our Care Home Manager, the young person's keyworker and the residential staff acting as good parents. Staff at Bryn Tirion Hall aim to share this responsibility with the young person. Information on healthy living forms a key part of the daily routines. This is supported by the general culture of Bryn Tirion Hall which emphasises and promotes involvement in sports and outdoor leisure pursuits.

**9.2** As part of the admission process and before any placement is finalised, it is our expectation that we will be provided with a **comprehensive medical history and any medical requirements including a list of any medication currently prescribed**. This information is kept on file and is recorded in the personal plan. Additionally, a written health plan is held on the young person's case files, within the home.

**9.3** The young person will be provided with verbal and written guidance and support in relation to issues such as substance misuse, smoking, sex education, sexual health and self-protection. Young people are not allowed to smoke. Use of alcohol, drugs (unless prescribed by a medical practitioner) or solvents is also prohibited.

**9.4** On admission to Bryn Tirion Hall, the young person is registered with the local General Practitioner. Appointments are made to test the young person's eyesight and an appointment is made with a dentist to assess the young person's dental requirements. Subject to age and understanding, the young person may choose whether or not they are accompanied by a member of staff when being seen by a doctor, nurse or dentist.

**9.5** All young people will be subject to an annual medical examination as part of the "Looked after Children" System. This is carried out by the LAC nurse who visits the home regularly and supports Bryn Tirion Hall staff in managing the health needs of the young people.

**9.6** Support will be given to enable the young person to access other community medical or therapeutic services such as speech therapy, physiotherapy, or mental health services as required, including supporting the needs of young people from minority, ethnic and cultural groups. When a young person is ill, basic care will be provided within Bryn Tirion Hall. If for any reason nursing care is required then this will be provided after consultation between the placing authority, Bryn Tirion Hall, the medical practitioner, community nurse and local hospital and in consultation with the young person.

## **ARRANGEMENTS FOR EDUCATION AND PRIVATE STUDY**

**10.1** At Bryn Tirion Hall we have an organisational school based in Bersham, Wrexham that the children can attend as well as supporting those children who attend mainstream schools elsewhere. The overall aim of the school is to promote personal achievement and the realisation of each young person's potential. The educational provision at Bryn Tirion Hall School gives each young person the opportunity to fulfil their potential in a calm and supportive environment and to enjoy individual attention to address specific learning difficulties. To achieve this all the young people are involved in a structured daily education programme.

**10.2** At Bryn Tirion Hall the role of education is seen as a very important part of helping young people succeed. Our school offers an academic, vocational, work-related and sporting / leisure curriculum. The organisations school provides full access to the National Curriculum and a range of external examinations are offered at a variety of levels from Entry Level to GCSE.

**10.3** Each young person will be individually assessed for their educational need and an Individual Education Plan implemented. We therefore feel confident that we can find an appropriate and rewarding route through the education system for each young person, allowing them to learn according to aptitude, needs interest and potential.

**10.4** During each academic term, formal lessons and subject workshops take place between 9.00am and 3.15pm through Monday to Friday. Time is also allocated during the week for physical education, outdoor activities, educational visits and the attendance at off-site events. Literacy, Numeracy, and Information Technology provide the basis of the formal educational sessions. Each pupil's educational programme normally involves Humanities, Science, Drama, Art and Design, Design and Technology and Personal, Social and Health Education. The opportunity to study a Modern Foreign Language is available. Preparation for Work, Work Experience, the Environment, Society and the Future, together with Enterprise, are all elements of the educational programme.

**10.5** Young people who are admitted to Bryn Tirion Hall School, have not, usually, enjoyed a great deal of achievement or qualifications. The main aim of the school is to help each young person achieve qualifications at a level of which they are capable. For those who are capable of achieving academic or vocational qualifications, the school has in place courses leading to such qualifications.

**10.6** Opportunity is given to access qualifications recognised on the National Qualifications Framework from entry level to GCSEs. Close links are maintained with other educational providers and colleges to facilitate additional qualifications. We also acknowledge how important it is that young persons' learn to achieve socially and that such achievement is recognised.

**10.7** Within the context of formal education, young people have a personal achievement file that records progress and has examples of work in it. This is complemented by a record of a young person's achievement within the curriculum. Such records may simply be a photograph or a note from a member of staff formally recording an achievement, or may be formal certificates.

**10.8** The education programme offers an exciting, creative and individual approach to education in order to meet the individual needs of each young person. In order to achieve this we implement, monitor and review an Individual Education Plan for each young person that addresses their particular educational difficulties and provides strategies for remedying these difficulties.

**10.9** Each plan defines targets for the young person to achieve and lists the possible resources, techniques and strategies that will be useful in reaching these goals. The desired outcome and achievement criteria are clearly stated and care is taken that the targets are SMART (Specific, Measurable, Achievable, Realistic and Time measurable) to avoid unrealistic and vague objectives.

**10.10** Equally we can support children who attend mainstream school and we have a culture of working alongside all professionals in ensuring that we support and nurture the educational attainment for our residents.

## **ARRANGEMENTS TO PROMOTE HOBBIES, RECREATIONAL AND CULTURAL ACTIVITIES**

**11.1** Bryn Tirion Hall values all recreation and sport as a way of helping to develop the young person's outlook on life and to give them a variety of social options. Young people are encouraged and given age-appropriate opportunities to take part in activities and leisure interests which take account of their race, culture, language, religion, interest, abilities and disabilities. Due to the size of the home, we are able to support a young person in any sport or hobby in which they show a keen interest, after any appropriate risk assessment has been undertaken. These may include things like visits to swimming baths, drama groups, gym, bowling alleys, cinemas, dry ski slope, museums, camping, cycling etc.

**11.2** Regular social and educational visits occur throughout the year. This involves providing more than simply offering "home" based activities. However, we do realise that some young people just want to "chill out" on site and there are facilities available, such as games consoles, ICT equipment and other recreational games to support this.

**11.3** We recognise that participation in appropriate physical recreational, sporting and cultural activities are a positive medium for the development of self-esteem, self-determination and self-worth. They can be a positive tool for the engagement for young people with both the staff of Bryn Tirion Hall and with the wider local community. Young people are encouraged to take an active role in the planning of both individual and group activities. Staff will actively encourage young people to talk about, learn and gain from their experiences.

**11.4** In the provision of both supervised and unsupervised activities, staff and those with parental responsibility will take into account the safety of young people at all times. A recorded risk assessment of all activities is held within the home. Any high-risk activity that is provided or arranged for the young people, will be supervised by person(s) holding the relevant qualification(s) to undertake responsibility for such a task.

**11.5** Consideration is given to the individual circumstances of young people in watching films and television, in using computer games and accessing the Internet. Videos, games consoles and computer games may be watched / played only by young people of the intended age range. Access to all such media is supervised to ensure the safety and appropriateness of the content.

**11.6** Birthdays, name days, cultural and religious festivals are celebrated where appropriate and young people participate with staff in planning these events together.

**11.7** Leisure activities and areas in which a young person has or is able to develop talents or abilities are considered within the young person's Personal Plan and, where applicable at Care Planning Meetings and Reviews. It is important to promote a balanced lifestyle in relation to recreational pursuits.

**11.8** Staff will consult those in the wider community who have particular knowledge about ethnic or cultural groups of which they themselves are unaware. This will ensure, as much as is reasonably possible, that appropriate advice, guidance and support is available.

**11.9** We also make use of the excellent facilities in the surrounding area and give ample staff time and financial backing into encouraging participation in local pursuits. Playing areas at the front of the house are suitable for football and other ball games. All activities and holidays are considered in relation to the needs of the individual.

## **ARRANGEMENTS FOR CHILDREN'S RELIGIOUS INSTRUCTION AND OBSERVANCE**

**12.1** Bryn Tirion Hall will actively support young people in receiving religious instruction where requested and ensure that opportunities are provided to support observance of their religion. Young people are encouraged to follow the particular requirements (such as dress, diet and prayer) that are part of their cultural needs.

**12.2** Staff will support a young person in attending a place of worship, whether locally or in a neighbouring community. Where appropriate they will encourage the celebration of birthdays, name days, cultural and religious festivals, and the participation in customs and will involve the young person in the planning of these events. Appropriate literature and materials will be made available.

**12.3** Subject to consultation with the young person, the placing authority and the family, arrangements can be made to seek an independent visitor to assist with religious instruction or maintain a positive identity to their chosen religion. Specialist advice will be sought where there is a need in relation to a young person's cultural, religious or language needs.

## **ARRANGEMENTS FOR CONSULTATION WITH YOUNG PERSONS IN RELATION TO THE HOME**

**13.1** We operate an inclusive environment where the views of the young people in our care are paramount in our decision making processes on all levels. Young people are actively encouraged & supported to influence their care the way. No young person is assumed to be unable to communicate their views. The home holds quarterly Young Persons Consultative Forums, where child representatives from the home meet with managers to discuss matters.

**13.2** Individual Keyworker meetings, with an open agenda, are held once a month. The basis of these forums is to encourage young people to review their experiences. Issues around bullying and our policy in this regard, holidays, routines, finance and menus are typical agenda items. These meetings are recorded and copies distributed to the young person in an appropriate format and if requested the relevant professionals involved in their lives. This does not negate the opportunity for an individual to discuss personal concerns with staff members. Indeed key worker sessions also enable young people to discuss their problems individually.

**13.3** Keyworkers spend individual time with young people to facilitate a range of actions. Within this, careful consideration is given to ensuring that each individual young person is able to discuss the arrangements for their care.

**13.4** Bryn Tirion Hall adopts an 'Open door' policy in relation to discussing feelings and concerns with all members of staff and young people. The senior management encourage and promote open forms of communication at all times and enable individuals to discuss matters freely with a person of their choice.

**13.5** There is a comprehensive policy relating to the Complaints Procedure for young people within the home. All individuals are aware of their rights and responsibilities. All complaints are received without prejudice.

**13.6** The home ensures full consultation with all individuals who are connected with the home. This is done intermittently throughout the year via anonymous questionnaires & feedback forums. This covers receiving information regarding opinions & views of all aspects of the home.

**13.7** The home has a facility for young people to consult directly and confidentially with the Care Leadership Team about any matter that may be concerning them. The home has two lockable 'Suggestion boxes' which are located at the entrance to each residential house whereby the young people can write to the managers and advise them of information they wish to share in a private and secure manner. The managers access the suggestions box on a daily basis (week days), thus enabling a prompt response to any issues raised. The young people are made aware of this process and the manner in which it can be utilised. This is a direct communication line to the managers of the home and the facility cannot be accessed by other staff members.

**13.8** The home is committed to ensuring that young people are fully embedded in to the Anti-Bully ethos of the home and contribute to the reviewing of policy and implementing of procedures in their daily lives. As a result, the home has established an *Anti-Bully Committee*, who meet quarterly to review policy and activities in support of the initiative. Young people are elected by their fellow residents to serve as an 'Anti-Bully Ambassador' for their home and this role is reviewed and refreshed yearly.

## **ARRANGEMENTS FOR CONTACT BETWEEN A YOUNG PERSON, THEIR PARENTS / CARERS, RELATIVES AND FRIENDS**

**14.1** Bryn Tirion Hall is committed to ensuring that young people are provided with support to maintain constructive contact with their families, friends and other people who play a significant role in their lives. All young people, along with their family and friends network, are encouraged to agree a plan of contact within the Personal Plan. By prior arrangement with the staff, visitors are welcome at all reasonable times during the day and evening, but not when young people should be attending education, other significant appointments or after the home has settled in the evening.

**14.2** Bryn Tirion Hall will ensure that the young person is provided with practical support to enable such contact to take place. This can incorporate contact by letter and telephone, face to face contact or third party contact via an intermediary. The home will facilitate and host contact and we aim to ensure that we provide a welcoming, comfortable and positive environment for such contact to take place. If privacy is required then this can be provided in the home, subject to any guidance or restrictions identified in the Risk Assessment / Personal Plan. Bryn Tirion Hall is willing to assist with contact off site, including contact in the young person's home area where applicable. Supervision can be provided if requested. If supervision is required, then this can be provided by staff in the home as deemed appropriate.

**14.3** A court may order specific contact conditions, including no direct contact, or that contact must be supervised (usually under Section 34 of the Children Act 1989 or within criminal case matters). In this case, all orders will be followed. Private facilities can be made flexibly available for each young person to maintain contact.

**14.4** A young person will not spend any time away from the home with friends or family unless prior authorisation has been received from the placing authority.

**14.5** All aspects of contact will be agreed and confirmed through discussion with the young person, their placing authority and the home.

**14.6** All visits to the home are recorded in line with regulation.

## **MEDICATION ADMINISTRATION**

**15.1** Staff will support the administration of medication that is required by a condition for which a doctor's prescription has been sought and prior consent being given by parents / Local Authority. This will only be carried out by a competent, designated member of staff.

All prescriptions administered according to doctors' advice and recorded in the dedicated medication logs.

- Low-level (homely) remedies may be administered but also recorded in log.
- No medication may be used without prior consultation to the log.

**15.2** The home will ensure that all medication is safely secured and monitored in line with regulations, policy and procedure.

# **BEHAVIOURAL SUPPORT**

**16.1** All behaviour has a function and is a communication that should be respected as such. Young people need adults who can be thoughtful about their presented behaviours and promote a level of understanding together with a discussion of the impact their behaviour has on themselves and others, whilst working within an environment with clear boundaries and expectations. We offer an environment that allows new behaviour patterns to emerge, to rehearse and reinforce positive constructive behaviour.

**16.2** At Bryn Tirion Hall we believe that positive attitudes and behaviours are developed through the use of understanding and appropriate responses, in the form of rewards, praise and encouragement and the recognition of good behaviour. We ensure that all the young people and the adults who care for them are involved as to what constitutes appropriate behaviour and how we as a group should respond to incidents of concerning behaviour.

**16.3** An effective rewards system is an important tool in supporting young people to develop appropriate behaviour patterns. At Bryn Tirion Hall we have a number of different rewards that are used to praise and celebrate good work, effort and positive behaviours. We have also implemented a 'Positive Rewards Book', which is a method of monitoring exceptional behaviour and rewarding it immediately. Natural / logical consequences are applied in a consistent fashion and records are kept of all consequences implemented.

**16.4** In order to maintain a safe living environment, we recognise that there may be times when the use of physical intervention is necessary in order to keep staff, young people and others safe and free from harm. All members of staff are trained in **+ProActive Approaches**, which is Attachment & Trauma informed, behaviour support training for SEMH settings (Residential, Schools & Fostering). The organisation has six of its own, fully qualified +ProActive Approaches instructors, who deliver extensive training at point of induction and refresher training to all staff annually. A significant part of the training is focused on understanding attachment and trauma, how to re-attune and repair relationships with children following times of high stress and anxiety, de-escalation / diffusion of incidents and the law in relation to physical intervention.

## **16.5 Use of Appropriate Consequences**

Consequences are used as part of a process, to promote a sense of reparation or restitution, the idea that mistakes can be repaired or 'made better'. The most significant consequence available to staff is our ability, within the context of a strong and meaningful relationship, to express our concern of unsafe behaviours. However, given the trauma and attachment histories of young people in our care and their need to test out relationships and boundaries as part of their adolescent development, we expect that there will be occasions where more tangible consequences are needed to reinforce appropriate behaviour and personal responsibility. When this is the case, the consequence must be appropriate to the young person and their level of understanding and where possible form a part of their individual support plan. A full list of the homes approved and non-approved consequences are documented within the behaviour support policy.

## **16.6 Use of Physical Intervention**

Physical Intervention is only used as a last resort where there is a clear and identified risk of significant harm to a young person, staff member or other persons, or where there is a risk of significant damage to property with the consequence of harm. Any physical intervention must be a proportionate response to the risk, use the minimum required force and be for the minimum duration of time. All incidents of physical intervention are fully recorded and investigated. A reflection review takes place with the young person involved as part of this investigation. Any available CCTV footage is reviewed and recommendations made accordingly.

The “Behaviour Support” policy is given to each member of staff as part of their induction package and copies are held in the main office and on the organisations intranet.

## **16.7 Non-permissible disciplinary methods**

In accordance with the *The Regulated Services (Wales) Regulations 2017*. None of the disciplinary measures prohibited under Regulation 30 (Prohibition of the use of corporal punishment) are permitted within Bryn Tirion Hall. Additional regard is kept in respect of Regulation 29 (The appropriate use of control and restraint) and no young person is permitted to be subject to corporal punishment, deprived of food or drink, have restrictions placed on appropriate access to family, the wearing of distinctive clothing, physical restrictions imposed by the environment, deprivation of sleep or intimate physical searches.

## **16.8 Electronic Surveillance**

The young people’s bedroom doors, as well as landing doors throughout the ‘units’, are alarmed at night. Young persons have access to their own individual bedrooms with keys. Staff sleeping in at each location have an alarm panel alerting them to any movement within the building at night.

This measure is reviewed periodically with all relevant parties to ensure that an individualised approach is taken in respect of each young person and to ensure an appropriate level of care and support is in place.

**16.9** Throughout the public area of the site there are CCTV surveillance and digital non-tape recording systems for corridors, landings and external areas. They exist for the protection of young people and staff and are designed not to interfere with any individual’s right to privacy. All recordings and access to them are held in line with Home Office regulations. Where appropriate, the CCTV footage is used as part of any investigation including the review of any physical intervention. Camera surveillance is only permitted within the communal areas of the home.

## **16.10 Monitoring of Records of Physical Intervention and Consequences**

All incidents, physical interventions and consequences are monitored on a regular basis by the management team. These monitoring meetings are used to identify any patterns in incidents that would require a review of the homes’ procedures, young persons’ personal plan, young person’s risk management form or any other action to be taken. Comments will be made on the appropriateness of individuals using physical intervention / consequences and any subsequent action taken will be noted and signatures / dates against each entry will be made to confirm monitoring has taken place.

## **COMPLAINTS PROCEDURE**

**17.1** All young people in residence are informed on how to make a complaint. This is clearly stated in the young person's guide that is given to the individual upon admission. The key worker as a matter of policy will have drawn it to their attention on their arrival to the home. This also applies to the 'list of rights', which we give in the young person's guide. This helps to formulate in the young persons' mind when they feel they have legitimate grounds for complaint.

**17.2** All issues arising as a result of a complaint will be addressed seriously and promptly with the complainant fully appraised of progress. A record of these complaints and their outcomes will be held by the Care Home Manager within the home. This is in line with the home's policy and procedure.

**17.3** The staff team, during their induction period, are made aware of the policy and procedures to make a complaint. The home also has a full staff disciplinary procedure in place. This can be found in the Employee Handbook and clearly demonstrates the process.

**17.4** There will be a regular review into complaints records, to ensure satisfactory compliance.

**17.5** There is also an external complaints and representations procedure which is in order to ascertain the views and representations from external agencies and individuals. A hard copy of the policy can be found within the home as well as an electronic version on the organisation's intranet and website.

**17.6** The home have installed '*Suggestion boxes*' which are located at the entrance to each house unit. The purpose of the box is to promote young people's communication with the Care Leadership Team and to demonstrate the transparent process for young people to advise the managers of the home of concerns, wishes, opinions and thoughts they may have in regards any aspect of their care and life. The suggestion box is a secure facility which is only accessed by the Care Leadership Team on a daily basis and responses given within the correct timeframes.

## **REVIEWS**

**18.1** Bryn Tirion Hall has set procedures for the holding of reviews. Normally they will be held every three months and at no more than six monthly intervals. The aim of the statutory review is to ascertain the continuing viability and suitability of the placement and to discuss the implementation of new strategies with the knowledge and agreement of all concerned parties, particularly the young person involved. All subsequent outcomes as a result of a review, will be implemented within the home and by the staff, within agreed timescales.

**18.2** Bryn Tirion Hall will facilitate all review meetings as a matter of course and ensure the young person is at the forefront of all meetings relating to their care and development. They will be fully supported in attending and having their thoughts and wishes promoted.

**18.3** The home will ensure it has a copy of the young person's statutory review minutes, held in their individual case files. These are also made available to the young person.

**18.4** All aspects of the young person's life are reviewed at these forums.

## **COMMUNICATION**

**19.1** All the young people at the home attend a house meeting on a monthly basis and are afforded the chance, as a group, to contribute to many areas of the home. Issues around bullying and our policy in this regard, holidays, routines, finance and menus are typical agenda items. These meetings are recorded and minutes distributed to all in attendance in a format that is understandable.

**19.2** This does not negate the opportunity for an individual to discuss personal concerns with staff members. Key worker sessions also enable young people to discuss their problems individually.

**19.3** In accordance with regulation, the home will support monthly staff meetings to ensure all staff are fully informed of current working practice, changes in legislation and changes in placement planning for the young people. A copy of all minutes are accessible to staff.

**19.4** The home promotes positive and effective communication with all professionals and agencies who are integral to the care and development of the young people accommodated within the home. This multi-agency work approach is essential to the successful support of the young person.

**19.5** The organisation has a comprehensive, effective and secure communication network system, which consists of telephones, intranet and shared computer drives, which are accessible by authorised personnel only. These systems have proved invaluable in maintaining excellent communication between individuals.

**19.6** The home is committed to ensuring that there is a proactive approach with regards to the language needs of the young people and this is identified and forms an integral part of the quality of care within the provision. As such the home provides a child centred approach to encouraging the use of the Welsh language and are working towards the Active Offer. There is an understanding within the home that young people will not have to request a preferred channel of communication and that it will be offered as standard, to ensure the individual is at the core of services.

## **ARRANGEMENTS WHEN YOUNG PEOPLE GO MISSING**

**20.1** The vulnerability and risks displayed to themselves and others by the young people in our care means that any unauthorised absence of an individual is taken very seriously. Any unauthorised absence from the home or from an activity away from the home, will be treated as absconding and the police and placing authority will be informed once all efforts have been exhausted in immediately locating the young person. Parents and significant others will be informed only after consultation with the placing authority.

The reasons for unauthorised absence are varied and complex and should not be viewed in isolation from their home circumstances, their trauma history or from their experience of care. Every unauthorised absence should therefore be given proper attention from staff. It is important that all professionals dealing with an unauthorised absence of a young person should collaborate to give a consistent and coherent response, despite any differentiations across borders.

When a young person is considered likely to go missing the Care Home Manager will, after consultation with other professionals, agree procedures to reduce the likelihood of this happening. This will be recorded on the young person's Risk Management Form and in the Risk Assessment / Personal Plan.

Additional to the internal support mechanism for the young person, there has been a significant relationship established between the service and the local Wrexham and Flintshire police force.

All unauthorised absences from the home are recorded on the organisations Incident and Significant Event form. This details the actions of the staff, circumstances of the young person and all communication between the home and all authorised personnel in conjunction with the young person. This is in accordance with the **Wales Safeguarding Procedures 2019**.

The home will also maintain communication with all schools and colleges attended by the young people, in order to monitor attendance.

## **SAFEGUARDING PROCEDURES**

**21.1** Bryn Tirion Hall fully recognises its responsibilities for safeguarding the young people in our care. All staff at Bryn Tirion Hall will be made aware of the homes' safeguarding policy and receive regular safeguarding training and updates during their employment to ensure their full understanding and responsibility within the process. The policy is written in line with the "**Wales Safeguarding Procedures 2019**", which sets out common standards for all of Wales to guide work in child protection, to make clear how agencies should work together, and to ensure that practice is consistent and of a high quality. We are committed to the safety of the young people we have in our care and to fully co-operate with other agencies in the interests of safeguarding young people. Additionally, Regulations 26 – 31 within **The Regulated Services (Wales) Regulations 2017 - Part 8 - Requirements on service providers – Safeguarding**, ensures that the service captures the requirements laid out in statute and works in accordance with this requirement.

**21.2** All staff within the provision have received training in Safeguarding in accordance with their responsibility and Senior designated safeguarding officers have received extensive training to ensure that they are appropriately informed in their decision making and action planning for young people.

**21.3** The home has a comprehensive safeguarding policy which details the systems within the home and intent of promoting the safety and wellbeing of all young people. This is in accordance with current legislative requirements. Within this policy there is clear guidance for dealing with disclosures or suspicions of abuse and the correct process for referring such incidents to the relevant authorities. A hard copy is maintained within the home and can also be located on the organisations intranet system. This is reviewed annually by the Care Home Manager.

**21.4** The home ensures that the staff team are abreast with changes in safeguarding legislation and have accessibility to the updated safeguarding policy at all times. There are clear avenues to ensure that reportable incidents are dealt with promptly and competently and that staff are fully supported when raising concerns. This information is held within the homes whistleblowing policy.

**21.5** The home has a Deprivation of Liberty Policy in place.

**21.5** The Safeguarding Officers for Bryn Tirion Hall are:

**Roger Chadwick – Care Home manager**

**Elizabeth Williams – Assistant Manger**

**Robert Newcombe – Assistant Manager**

## **FIRE PROCEDURES**

- 22.1** At Bryn Tirion Hall, we have robust systems in place in the event of a fire and there is clear guidance for staff and young people should they be required to evacuate the building. This information is held within the Health and Safety policy.
- 22.2** Such guidance will assist the staff and ensure all young people are adequately safeguarded in the event of an emergency within the home.
- 22.3** As part of the induction process, all staff are given the relevant information regarding fire procedures and training on the use of fire extinguishers.
- 22.4** Senior Designated managers of the home have received additional Fire Marshall training.
- 22.5** The home has a comprehensive Fire Policy and Evacuation Procedure, which all staff are made aware of and requested to read during their induction process.
- 22.6** At Bryn Tirion Hall, we carry out fire drills at least four times a year, which involve either full evacuation from the building or phased evacuation to a safe zone within the building. These drills simulate conditions where an escape route is blocked.
- 22.7** All fire drills are documented to include the date of the exercise, the duration of the evacuation, the name of the persons involved in the evacuation and if there were any problems identified and the proposals to rectify them for the future.
- 22.8** We also hold interim fire evacuation drills within the first week of a new young person's admission into the home.
- 22.9** Weekly tests of the fire points are also carried out, to ensure all call points are in sound working order.

**Reviewed and Updated: March 2022**

**Next Scheduled Review: August 2022**