



BIRCH GROVE

STATEMENT OF PURPOSE



FAIR WAYS VISION, MISSION AND VALUES

OUR VISION

TO BUILD AN INSTITUTION THAT MAKES A DIFFERENCE TO SOCIETY AND LEAVES A LEGACY GREATER THAN OURSELVES AND OUR CONTRIBUTIONS.

OUR MISSION

MAKING A DIFFERENCE THROUGH PASSIONATE CARE, SUPPORT AND EDUCATION.

OUR VALUES

OUR VALUES FORM THE HEART OF THE WORK WE DO, DEFINED BY FAIR WAYS PEOPLE, FOR FAIR WAYS PEOPLE. THESE ARE THE VALUES BY WHICH WE OPERATE, BY WHICH WE ARE GOVERNED, AND TO WHICH WE ARE HELD ACCOUNTABLE.

WE, THEREFORE, EXPECT EVERY INDIVIDUAL WITHIN THE ORGANISATION TO PLAY THEIR PART:

| P ROFESSIONAL ATTITUDE | A CEPTING | R ELECTIVE | T RANSPARENT |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">· We do what we say we will· We approach challenges with optimism and enthusiasm· We don't judge, we notice· We put the needs of the service before our own personal gains | <ul style="list-style-type: none">· We don't give up on people· We value all individuals and are willing to challenge them· We embrace each other's differences as much as our similarities· We accept responsibility for our actions | <ul style="list-style-type: none">· We give feedback, we invite feedback, we listen to feedback· We look inward before we look outward· We learn as much from our mistakes as from our successes· We listen to each other, learn from each other and grow together | <ul style="list-style-type: none">· We are always willing to explain why· We have the courage to be open and honest· We earn trust through our transparency· We live by our values even when no-one is watching |

SECTION ONE – ABOUT THE PROVIDER

THE NAME OF THE REGISTERED PROVIDER IS FAIR WAYS

THE REGISTERED PROVIDER ADDRESS IS:

FAIR WAYS,

BUILDING 1000,

WESTERN ROAD,

PORTSMOUTH,

HAMPSHIRE,

PO6 3EZ

TEL: 023 8023 0400.

THE NAME OF THE HOME IS BIRCH GROVE

TELEPHONE: 01874 636542

THE LEGAL ENTITY IS: LIMITED COMPANY

RESPONSIBLE INDIVIDUAL: JONATHAN LONEY.

MANAGER OF THE SERVICE: JAMIE MATTHEW LUCAS

SECTION TWO - DESCRIPTION OF THE LOCATION OF THE SERVICE

Birch Grove is an accommodation-based service situated in Heol Senni. Heol Senni is a hamlet in the valley of Afon Senni, just north of the Fforest Fawr section of the Brecon Beacons National Park. It lies within the community of Maescar in the county of Powys, Wales. Grid reference for Birch Grove is - SN927233. Birch Grove is situated off the A4067, which leads directly on to the A4215.

Community facilities and services available in the local area:

Doctor: All young people are registered with the GP in Brecon on admission to the home. Appointments are made when necessary and they are taken to their appointments by staff.

Opticians: There are numerous opticians located in the Brecon area including Specsavers and Boots. Staff will support the young people to attend appointments where necessary.

Dentist: Young people have access to the emergency dentist at Brecon Hospital, when required. This is due to the nature of the 12 week placements as local dentists do not have the capacity to take on temporary registrations

Youth Justice Service: YOT referrals are made through social services and they work closely with staff at Birch Grove when a young person is accessing their service. Powys Youth Justice Service have managed Court Orders on behalf of Local Authority children in care at Birch Grove. The address for Powys Youth Justice Service is as follows:

YJS, Neuadd Brycheiniog, Cambrian Way, Brecon, LD3 7HR.

Hospitals: Brecon Community Hospital Prince Charles Hospital in Merthyr Tydfil has an Accident and Emergency department and is approximately 18 miles from the home. Abergavenny Hospital also is approximately 24 miles from the home.

Sporting activities: Brecon Leisure Centre is 10 miles away. The Leisure centre has the following facilities available:

Swimming pools, Tennis courts, Football astroturf, Gym /squash court and Athletics track

The home also uses Merthyr Tydfil leisure centre, which offers a wide array of facilities, including all of the above.

We utilise 'School Camp' who provide an outdoor activity programme which is part of the day to day running and structure of the home. All staff from school camp are DBS checked and will be accompanied by Fair Ways care staff while on activity.

School Camp is made up of qualified outdoor instructors and enables us to offer ASDAN (Award Scheme Development and Accreditation Network) to our young people. Young people will be able to work through sections of ASDAN based on the activity for the day, where this is planned in order to be able to gather evidence for the relevant unit to work towards qualifications to help young people develop knowledge and skills for learning, work and life.

An example of the outdoor activities provided include mountain biking, kayaking/canoeing, coasteering, gorge walking, rock climbing (indoor and outdoor), bushcraft, camping, mountain walking, geocaching and other craft exercises. Young people will also be provided with a photo book at the end of their placement which will include photos of different activities and events the young people have been a part of, and also short captions of how the young people were feeling on that day is a very nice keep sake for them.

Young people can also use the snooker and pool club at Merthyr Tydfil.

Cardiff Bay, offers outdoor white water activities, such as canoeing and white water, rafting. Young people have also enjoyed, as part of their incentive programme, the opportunity to use go-karts in, Newport and quad biking in Carmarthen.

There are wooded areas close by with cycle paths so young people can go for bike rides with staff.

Leisure: The home utilises leisure facilities in and around Brecon, Merthyr Tydfil, Cardiff and Swansea. The home is in the heart of the Brecon Beacons National Park and young people are actively encouraged to experience the outdoors within the National Park.

Our home offers the following activities as part of AALA Licensing:

Hillwalking, Rock climbing, Gorge walking Sea fishing, Surfing
Coast Steering, Mountain biking, Bushcraft skills, Wild camping

The home is close to cinemas in Merthyr Tydfil. There is also a bowling alley in both Brecon and Merthyr Tydfil and restaurants and takeaway outlets. Young people are offered opportunities to shop for clothes, toiletries and beauty products in Cardiff and other towns and cities such as Swansea, Bridgend, Caerphilly and Carmarthen. Young people have also visited Mid Wales to experience the outdoors in the Elan Valley. Longer camp trips have also taken place to Snowdonia, where young people have walked up Snowdon and gained certificates of merit for their achievements.

Clubs: The home has several clubs within driving distance. They include: Merthyr Tydfil skate club located at Merthyr Tydfil leisure centre; Brecon Athletics Club, Brecon leisure centre; Merthyr Tydfil snooker club, Merthyr Tydfil; Brecon Junior football club, Brecon leisure centre; LLangorse junior rock climbing club, Llangorse.

SECTION 3 - ABOUT THE SERVICE PROVIDED

The focus of the service provision at Birch Grove will be a Crisis intervention residential service for young people with complex needs. We will provide care for “Crisis” placements for an approximate placement duration of 12 weeks, but we will extend where required in order to facilitate a positive transition to the young person’s next placement. Our team work a ‘2 days on and 4 days off’ rota- the consistency of which allows for positive relationships to be built. The team is very consistent and offers structure, boundaries and routine to the young people we care for. We carry out work focusing on self-esteem, identity and the development of internal strategies of control to promote a sense of personal responsibility. We will creatively plan with placing authorities to provide a smooth planned transition into the home in accordance with Regulation and Inspection of Social Care (Wales) Act 2016

a) Range of needs we can support

The young people who come to us may have suffered emotional, physical or sexual abuse in their childhood and may have experienced rejection or separation from their families. They may have experienced multiple placements, exclusion from or under-achieving in mainstream education, been involved in absconding, offending, self-harming behaviour or alcohol / substance misuse. Many may experience difficulties in establishing and maintaining positive relationships (with peers and adults) and be unwilling or unable to express their own feelings.

Birch Grove is committed to achieving positive outcomes for the young people who live at the home. The home will follow the principles of the Regulation and Inspection of Social Care (Wales) Act 2016, Wales Safeguarding Procedures 2019 and the main principles of The Welsh Assembly Governments towards a Social services and wellbeing act 2014 . We monitor progress by utilising our incentive charts, which are based around the needs of the child. This also works alongside their personal plan, where the child's needs are clearly documented and evidence of how these needs are met are also recorded daily. At the end of each month these are reviewed and evaluated by the young person's link worker, and a monthly report is the compiled outlining progress and or areas for further development.

Children placed with us are likely to have experienced multiple placement breakdowns and be experiencing some form of trauma as a result of poor early life experiences which may include neglect, abuse or disruptive attachment.

We believe that all young people have the ability to grow and develop intellectually and emotionally and to acknowledge and understand the factors in their lives that cause unhappiness. With a sensitive, caring approach, these young people have the ability to develop insight and become able and willing to overcome these difficulties. Often young people who have experienced these difficulties find it very hard to function within a large group, yet they reject the option of a substitute family. As an intensively staffed, three placement home, we can bridge that gap by providing something different – a non-institutional setting with an emphasis on individuality.

We can offer placements for:

- Young people of either sex, aged between 11 and 18 years.
- Young people who have often experienced multiple placement breakdowns.
- Young people in need of a living situation that provides clear boundaries and expectations.
- Young people who display anti-social, aggressive or risk-taking behaviours which makes it difficult for them to be accommodated in another setting – e.g. family, foster placement, larger groups, or independently.

Birch Grove is located in a rural setting in the heart of the Brecon Beacons National Park and provides a safe and contained environment for young people whose behaviour on admission could not be safely managed in a more community based setting. The age gap between young people will not exceed four years.

b) Age Range of People using the service:
Aged 11 years to 18 years

c) Maximum Capacity

The home's maximum capacity is 3 young people

SECTION 4 – HOW THE SERVICE IS PROVIDED CARE

ARRANGEMENTS FOR ADMITTING, ASSESSING, PLANNING AND REVIEWING PEOPLE'S CARE

ADMITTING TO THE HOME

All referrals for admission to Birch Grove will be made to Fair Ways' Placements Manager or directly to the Registered Manager.

Placements will be admitted to the home following a pre-admission assessment, a provider assessment and a reasonable transition period. We recognise that the nature of admissions may not always allow for a transition period however, the home will endeavour at all times to follow good working practices where the Registered Manager will consider what an appropriate referral is through the following process:

Completion of Referral Forms.

Referral forms from the placing authority will be reviewed by management and any concerns raised directly with placing authority.

Pre-Admission questionnaire

This is sent out to placing authorities following the review of the referral. This questionnaire asks specific questions to the placing authority about risk and impact on staff and other residents. We will always consider the need of the young person and how this may impact the home, young people and staff team.

- Pre placement visits for all parties

These are completed after we have reviewed the referral document and pre admission questionnaire. During this visit we speak with the young people about their wishes and feelings, and give them relevant information about the home. Young people are provided with a welcome booklet and given the opportunity to ask questions.

- Pre-admission assessment form

Following our visit with the young person we will complete a pre-admission assessment form for the young person. In this form we will record our views of the meeting and suitability of the young person. We will always consider the impact on the young people, staff and wider community.

- Request LAC paperwork (Care plan, risk assessment etc)

We request the most up to date LAC documentation in order to aid us with compiling a personal plan for the young person (along with our own risk assessment and behaviour management plan). We also use this to form the basis of our provider assessment as per regulation 18.

- Completion of Child's Personal plan

This is completed once we have agreed to the placement of the young person and will be completed in line with Regulation 15.

- Provider Assessment

The provider assessment considers the young person's personal wishes, aspirations and care and support needs. The information from this is used to further develop a personal plan.

A Fair Ways referral form will be sent to the Social Worker to obtain initial details and a copy of an up-to-date Risk Assessment, Care Plan, and Personal Education Plan (PEP) for the young person will be requested as well as any relevant reports.

The referral form shall be completed fully and all requested information returned. Specific consideration will be given to any self-harming behaviours and the Registered Manager will ensure that any such behaviours are addressed in the risk assessment, Personal plan and behaviour management plan. When the Registered Manager has all the necessary information the decision to admit the young person will be taken.

A copy of Fair Ways' Terms and Conditions will be sent to the placing authority if an agreement to admit a young person is made.

The staff member facilitating the admission of the young person to the home will ensure that, as soon as possible after arrival, the young person is provided with a full explanation of relevant procedures through the young person's guide to Ty Rhos Bach – e.g. visiting arrangements, complaints procedure, meal times and routines, pocket money, fire drill, our expectations etc.

Our policy criteria aims to balance the needs for every young person, those currently resident and a potential resident.

Fair Ways will insist on all Looked after Children documentation being fully completed prior to any admission. This will include the LAC care plan, Risk assessment, EHCP, PEP, SEN LAC health plan, any court orders.

If the placement agreement exceeds 72 hours, it is an expectation that a planning meeting will be held (on the 4th day) with the case holder present. It is not acceptable for any young person to be placed longer than agreed without a planning meeting. A young person needs to be party to decision making and aware of what is going to happen next to lessen their anxieties.

Costing will be based on the initial risk assessment and agreed prior to admission. We reserve the right to review and revise these costs if required.

In unplanned emergency placements Fair Ways will insist that by the end of the first week agreement has been reached to either extend the placement for a minimum period of three months, or move the young person by the end of the second week. We will be sure to advise and inform young people of the rationale for their placement with us and the length of their stay, with consideration to the impact that this may have on young people with attachment issues.

Special dispensation will be given to placing children in the home who are already placed in another department within our company. In this case (as the child will already be known and LAC paperwork will be already be held), a discussion will take place with the relative Head of Department that the child is coming from. A child may be placed as an emergency placement provided the following criteria is met:

- The young person falls within the parameters laid out in the unit's Certificate of Registration.
- A thorough assessment is made as to the impact that any placement (regardless of the duration) is likely to have on any of the placed residents.

PLANNING AND REVIEWING PEOPLE'S CARE

Personal Plans are created and reviewed for all young people, and are done so in compliance with Regulation 15 and 16 of RISCA 2016. A provider assessment is also completed for all young people within 7 days of the commencement of the placement as per Regulation 18.

We aim to ensure that placing authorities follow the statutory reviewing system. After the initial planning meeting, either prior to admission or no more than 72 hours after an emergency admission, the first review will be one month after admission. The second no later than three months after.

This statutory review process is key to ensuring that the young person has clear and appropriate plans which all parties involved can work towards. If Fair Ways feel that the statutory review process is not being adhered to, then a meeting will be called to discuss the suitability of the placement. In addition, progress meetings to monitor the effectiveness of evaluated care plans will be done monthly, involving all significant parties, including the young person.

The views of the staff team will be expressed following full consultation with the home's Manager. Before each key meeting staff will support young people to prepare their own personal views. Young people are encouraged to be actively involved in their planning process, in terms of both long and short care plan objectives. We will advocate for the young person if necessary and support them to put forward their views and opinions. Each young person will also have access to an advocacy service if requested.

After each review young people will have the opportunity to question their keyworker about any aspects of the review that they did not understand. Their views will be recorded and passed back to their social worker.

Any documentation Fair Ways writes concerning the young person will have a section titled "the views of the young person".

INTERNAL PERSONAL PLAN MONITORING PROCESS

In addition to the statutory reviewing format, Fair Ways has devised an internal short-term care planning process. The aim is to identify specific areas of development within a day-to-day living situation. Target areas may include behaviours, social skill, and independent living training. These will have realistic, achievable goals and objectives.

These short-term care plans are devised with the young person working alongside their Key Worker. The young person will discuss and agree targets. Twice a week the young person and their Key Worker have time allocated to explore the current Personal plan and progress made. Monitoring and evaluation in this way is not only important for recognizing strengths and developments areas, but also for praise and encouragement on a more structured level.

If at any stage the young person wishes to change their Key Worker, the Manager will take steps to ensure that a more appropriate Key Worker is allocated and that the wishes of the young person are considered carefully throughout this process:

- Young people will be supported to fully participate in all meetings and reviews – either verbally or through pre-planned written statements.
- Our meeting and reviewing processes will provide an environment in which a young person's rights, beliefs and identity are fully recognised.

Within 7 days of the commencement of a placement, a provider assessment will be completed. This will include the following:

- Assess how the individual's care and support needs can best be met,
- Assess how the individual can best be supported to achieve their personal outcomes,
- Ascertain the individual's views, wishes and feelings,
- Assess any risks to the individual's well-being, and
- Assess any risks to the well-being of other individuals to whom care and support is provided.

STANDARD OF CARE AND SUPPORT

We aim to provide a placement for our young people that will stabilise them to move on to a long term provision. We wish to support and stabilise our young people and equip them with life skills, coping mechanisms and support them to build lasting and appropriate relationships with staff and their peers. We will work with our young people to grow their independent skills and confidence in order to play a positive role in their community.

We will provide an activity programme for our young people Monday to Friday, which will be planned and provided by appropriately qualified instructors from School Camp. We also encourage them to access clubs and activities in the surrounding areas. We wish to promote a healthy active lifestyle and also wish to support our young people to form positive relationships with positive peer groups. As mentioned the young people will be able to access ASDAN.

ASDAN is a curriculum development and awarding organisation. The awards enable flexible and engaging programmes and qualifications that help young people develop skills for learning, work and life Participants will undertake the Adventure and

Residential Short Course and are awarded at a level representing the number of hours they engage for. All young people will set out to undertake the 60 hour programme. Additional ASDAN modules can be added to develop additional interests and skills, which when combined could lead onto a certificate in personal effectiveness.

All credits are transferable to future educational settings participating in this scheme. Further information can be found at; <https://www.asdan.org.uk/>

We respect and support all religious and cultural identities and will ensure that we provide the young people with opportunity to practice their religion and also have their cultural needs met.

We actively promote appropriate family and personal relationships and will support young people to be able to visit family and friends upon approval from the placing authority.

LANGUAGE AND COMMUNICATION NEEDS FOR PEOPLE USING THE SERVICE

The Welsh Government published 'more than just words', its strategic framework for health, social services and social care in November 2012. The strategic framework confirmed the Welsh Government's commitment to strengthen Welsh language services in these areas.

One of the key principles of 'more than just words' is the Active offer. An Active offer simply means providing a service in Welsh without someone having to ask for it. It means creating a change of culture that takes the responsibility away from the individual and places the responsibility on service providers and not making the assumption that all Welsh speakers speak English.

Since the publication of 'more than just words', The Welsh Language (Wales) measure 2011 has become law. The measure provides for new standards which are being placed on a range of organisations across the public and private sector and gives the Welsh language official status in Wales, which means that it should be treated no less favourably than the English language.

The Social Services and Well-being (Wales) Act 2014 sets out to secure rights of entitlements for Welsh speakers, which will mean being able to use their own language to communicate and participate in their care as equal partners. The code of practice under the Act requires local authorities to ensure Welsh language services are built into service planning and delivery and that services are offered in Welsh to Welsh speakers without them having to request it as required by the Active Offer.

HOW TY RHOS BACH AND FAIR WAYS INTEND TO DELIVER THE 'ACTIVE OFFER'

Ty Rhos Bach currently employs one fluent Welsh speaker. Therefore the active offer can only be offered at Ty Rhos Bach when the manager, Dafydd Davies is at the home. Fairways care are committed to recruiting bilingual speakers who can deliver the offer when the manager is not at the home. When the manager is at the home, he will deliver the active offer by:

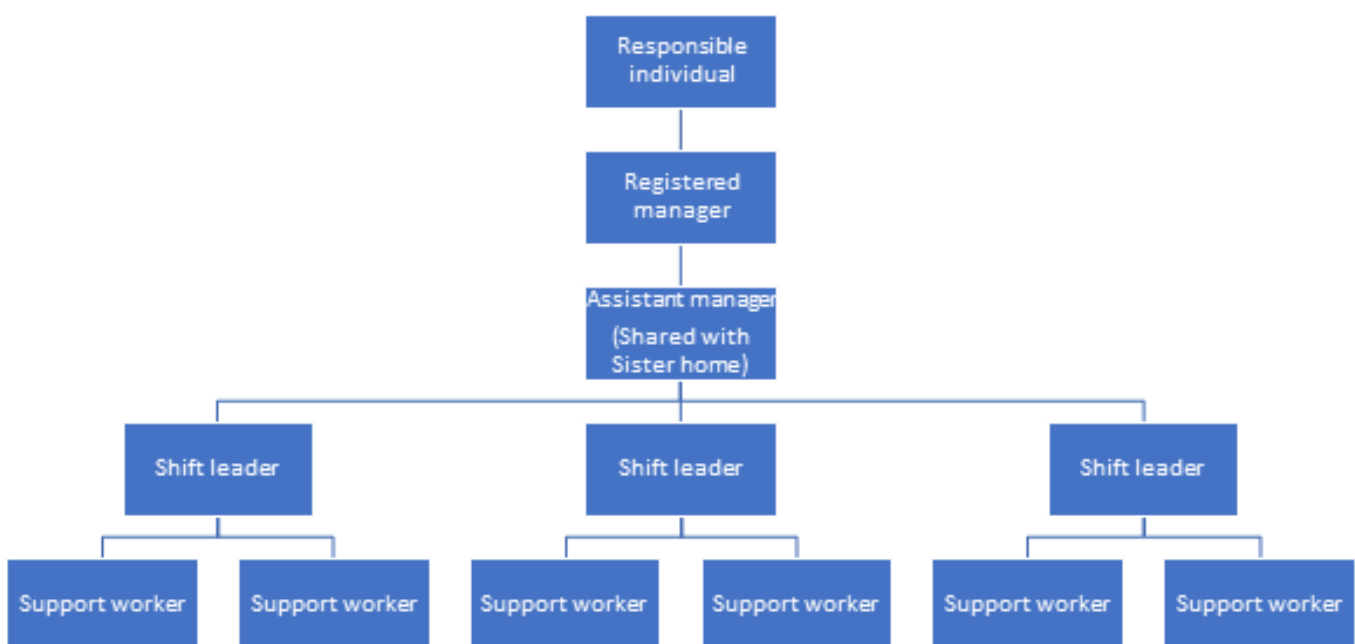
Greeting people bilingually. Assigning himself as a Key Worker to young people who speak Welsh. Ensuring all signs are in Welsh and English.

The home believes that the benefits of making an 'Active Offer' to Welsh language speakers will ensure that the young people:

- Feel more comfortable discussing personal and emotional matters in their first language.
- Making an 'active offer' will help to ensure a quality service that meets the user's needs.
- Language is at the heart of effective assessment and safe care. Making an 'Active Offer' recognises that effective communication is key to meeting the needs of Welsh-speaking residents.
- Making an 'Active Offer' is particularly important for vulnerable people such as children and young people.
- Making an 'Active Offer' is a behaviour that reflects the core values of the Social Services and Well-being (Wales) Act 2014, to put the individual at the core of the service.

SECTION 5 – STAFFING ARRANGEMENTS

a) Staff Structure



We currently employ 3 shift leaders and 3 support workers. There is 4 staff with a QCF level 3 in Children and Young people and 2 staff with a 1 staff with QCF level 5 in leadership and management.

The homes manager also holds a QCF level 3 in Children and Young people and a QCF level 5 in leadership and management.

C) ARRANGEMENTS FOR DELEGATED TASKS

The home manager is responsible for all aspects of the running of the home. In his absence, the responsibility of the day-to-day running of the home will be placed in the charge of the Assistant Manager. In circumstances where neither party is present staff on shift will have a collective responsibility, particularly the shift leaders who will act on behalf of management in their absence. Continual discussions at team away days and staff meetings will allow a fluctuation of the decision making power that will be delegated to staff on shift. This will be dependent on the risk assessments of the young people placed. The home manager will normally be on-site during the working day (0900-1700) and in his absence, the unit will be managed by the Assistant Manager or nominated Shift Leader. At times, when neither manager is present, Fair Ways has a 24-hour emergency contact number where an On-call duty manager will also be available.

In the event that the homes manager is off on annual leave or through sickness the assistant manager will deputise in their absence and provide leadership on a day to day basis which: continues to support individuals to achieve their personal outcomes, maintains the safety, quality and effectiveness of the service, ensures minimal disruption to individuals receiving the service, ensures compliance with regulation and maintains staff professional development.

At Birch Grove we place our assistant managers and shift leaders on to the appropriate level QCF in leadership and management and offer coaching and mentoring to ensure that staff are able to operate on a level that ensures the home is running smoothly, and that they have a complete understanding of the tasks needed to regulate the home.

The RI will visit the home once a month and there are arrangements in place for the manager and assistant manager to have direct access to the responsible individual. During the visits the responsible individual will monitor the performance of the service in relation to its statement of purpose and to inform the oversight and quality review. If there is long term sickness from the manager then the RI will carry out more frequent visits to Birch Grove.

If the manager, registered with Social Care Wales, is unavailable or absent for any reason for more than 28 days the responsible individual will inform the service regulator in writing and without delay of the reasons for the absence and arrangements for cover. Where a manager is absent for a period more than three months, the service provider ensures there is an appropriately qualified, experienced and competent manager, registered with Social Care Wales in place to manage the service.

D) SUPERVISION ARRANGEMENTS

The purpose of supervision is to ensure that staff are properly managed, supported and developed in order that services are delivered competently and effectively. It also ensures that standards of service delivery are maintained and developed. It assures young people and their placing authorities that Fair Ways is accountable for their staff's work practices.

The main functions of supervision are: -

The Practice Function

- To ensure that Fair Ways' policies and procedures are being carried out.
- To regulate work load.
- To agree and record timescales for specific tasks to be completed.
- To give constructive feedback to individual staff members.

The Support Function

- To recognise the demanding aspects of the work.
- To look at aspects of the work that are stressful and to look at ways this may be relieved.
- To take reasonable measures to safeguard one's own good health.
- To enable self-reflection on contributions to the team and home

Supervision is a continuous process. It takes place in a variety of settings and different arrangements fulfil different functions. The following types of supervision should support the effectiveness of individual supervision. Group supervision is on an informal basis, providing the opportunity for the staff team to look together at practises, strategies and methods for reaching objectives with individual young people. Group supervision takes place in team meetings, on shift etc.

Individual supervision (one to one) should be scheduled at least once every four weeks. These should last an hour, however, in specific circumstances, they may need to last longer. Both supervisor and supervisee share responsibility for making it quality time to explore the stated functions of supervision above.

It has to be recognised and respected by the supervisee that the supervisor cannot keep all content of the session confidential, if they feel it essential to share it with the Head of Care / RI / Managing Director.

E) STAFF TRAINING

All staff will be given appropriate induction and will adhere to the Social Care Wales Induction Framework and will be registered as Social Care workers with Social Care Wales within six months of commencing their employment at Birch Grove and abide by the Code of Practice for social care workers.

Staff will attend mandatory training in the following:

- Child protection (Annually)
- Team Teach (Managing challenging behaviour) (Annually)
- Health and Safety (Every two years)
- Fire Safety (Every two years)
- Food Hygiene (Every two years)
- Administering medication (Every two years)
- Emergency First Aid (Every three years)
- Manual Handling (Every two years)

In addition to this, staff are able to access training on:

- Children who have been sexually abused
- Equality and Diversity
- Self-harm.

Additional training can be accessed if necessary depending on the specific needs presented by young people prior to their admission to Ty Rhos Bach.

Staff also have access to training in;

- Restorative justice
- Mental health awareness
- PRINT discovery
- Substance misuse
- Trauma-informed care

- Restorative justice
- Drug and Alcohol misuse
- Assertiveness,
- Child Sexual Exploitation
- Child Exploitation Online Protection
- Gangs, Knife crime and County Lines
- De-escalation training.

SECTION SIX - FACILITIES AND SERVICES

a) Number of rooms

The home has 3 single bedrooms with en-suite shower rooms for use by young people. These include a shower, toilet and hand basin. There is then 2 staff sleep in rooms and a communal bathroom for staff use. The office then has a fold-down bed to form a third staff sleep in room. All of the young people's bedrooms have alarms on their doors. This is to provide safeguarding through the night. The alarm will alert staff that the door is open and we can then support the young people. There is also an alarm on the front and back door that indicates that the doors are opened.

b) Number of dining areas

There is one dining area that is situated next to our open plan kitchen area.

c) Number of communal areas

We have one communal lounge where young people can watch TV and play games.

d) Access to outside space and facilities

We have a very large garden that allows plenty of safe space to run around and play games.

SECTION SEVEN - GOVERNANCE AND QUALITY MONITORING ARRANGEMENTS

NYAS provides monthly Regulation 8 visits to Birch Grove to make sure that children and young people get the best experience of being in care. The independent visitors review the facilities and performance of the staff and talk to the children and young people to ensure they are getting the best possible care. NYAS is a national children's charity, based in Birkenhead, Merseyside. NYAS provides advocacy and legal representation to children when important decisions are being made about them. The children and young people NYAS work with might be in care, have a disability or special needs, be subject to child protection plans,

have mental health difficulties or their parents might be separating. All Regulation 8 reports are reviewed by the RI with comments recorded on each. During visits to the home the RI will ensure that the views and experiences of living and working at the home will be obtained from staff and children. The RI will support the Registered Manager to ensure that they have access to all the support and resources required to provide an outstanding standard of care to children placed. The visits frequency are compliant with regulation 73.

Fair Ways has an internal quality assurance team who gather and analyse data (both qualitative and quantitative) from all serious incidents (including any use of restrictive physical intervention (restraint), serious incidents, complaints and safeguarding issues). They report to a Quality, Safety and Governance committee which is chaired by a Company Director and attended by the RI.

We also have a risk screening tool that we use to highlight risk to the board of Directors.

The software that we use for this is called Symbiant and the areas that we look at our Service users, Environment, Training, Staffing and Sustainability (SETSS).

When young people leave the service we endeavour to gather feedback forms from them as well as their parents and social workers from their placing authority.

The quality of care and support is reviewed on a six monthly basis and reported to the RI directly by the manager of the home.

This report comments on:

- Feedback received from children who have lived at the home, parents, local authorities and wider professional partner agencies.
- Analysis of aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints.
- Reviewing and learning and actions points identified from complaints.
- Feedback from audits and Regulation 8 and 73 reports, including comments on the factual accuracy of records kept in the home.

Fair Ways recognises the importance of a young person's right to comment on or complain about (in a responsible and appropriate way) any aspect of their care, including daily issues or aspects of their future plan. Also, those representatives, relatives and other significant people who may wish to complain have access to the same procedure. We will seek to resolve any complaints with a local resolution within 14 days and feedback will be provided in writing. The details of any complaints that remain unresolved beyond 35 days will be referred to CIW.

Fair Ways staff will play an integral role in the procedure and will be involved in policymaking, evaluation and implementation of the procedure.

They will receive appropriate training on how to use the procedure effectively and have access to management support.

In order to ensure the integrity of the procedure

Fair Ways will ensure:

- That all young people have private access to a member of staff if requested.
- Those representatives, relatives and other significant people have private access to staff if requested.
- That young people have a regular opportunity to discuss aspects of their care with other resident young people.
- That young people have immediate and private access to their representatives in the case of a serious complaint.

Fair Ways will co-operate fully with any complaint dealt with by the placing authority. Fair Ways has a complaint leaflet that can be completed and will be responded to. The company also has a specific leaflet designed for the young person to read which explains how they can make a complaint.

Young people accommodated at Birch Grove have the right to access other avenues for complaint. These include:

- Social Worker. The young person can make a complaint directly to their Social Worker and to the Emergency Social Worker.
- Placing Authority Social Services. Each young person's Placing Authority has its own complaints officer, who is responsible for all young people accommodated anywhere in the country.
- The Placing Authority can also consider appointing a children's advocate, who will visit the young person if they so wish.
- Independent Reviewing Officer.
- Local Social Services' complaints officer in which the children's home is situated. The Local Authority where the home is located (Powys) has its own complaints officer.

- Children's Commissioner for Wales. Sally Holland is Responsible for promoting and protecting the rights of children in Wales.

CIW is responsible for overseeing and monitoring the standards of care for Children's homes in Wales, in accordance with the Care Standards Act and Children's Home Wales Regulations.

Children will have access to a telephone where they can contact the following in private:

NSPCC – 0808 800 5000

Childline – 0800 111

MEIC (Wales) 08088023456 Text 84001

CIW -0300 7900126

Children's commissioner for Wales, free phone
08088011000