

BRIDGEND COUNTY BOROUGH COUNCIL

BAKERS WAY SHORT BREAKS HOME

STATEMENT OF PURPOSE

2a, Bakers Way,
Bryncethin,
Bridgend.
CF32 9RJ

Tel. 720509

Updated February 2009

This Statement of Purpose for Bakers Way Short Breaks Home has
been approved by the Responsible Individual.

SIGNED:

DATE:

INTRODUCTION

This Statement of Purpose provides detailed information about Bakers Way Short Breaks Home. It is intended for any parent or any person with parental responsibility, social workers and staff working in the Home. It provides a basis for parents and social workers to decide whether the service is appropriate to meet the needs of particular children and to measure the suitability and standard of the service that is provided.

Parents will be made aware of the Statement of Purpose at the time of admission of their child and will be provided with a copy on request. Alternatively they may wish to refer to it at the Home. Paper and electronic copies will be available for social workers at their office base. Staff will have access to it at the Home. Where appropriate, staff will use the Children's Guide to help children understand the service provided at Bakers Way.

Bakers Way Short Breaks Home intends to provide a service that meets the needs of the children placed and satisfies the reasonable expectations of their parents and the child's social worker. The Manager and staff at the Home welcome both positive and critical comments from parents, social workers and children themselves, at any time, and they will use those contributions to improve the service provided. At the beginning of the service, parents will be invited to view the facilities available and comment on their suitability. At intervals, parents will be asked for their opinions on the service and facilities. When the service ends, Bakers Way Short Breaks Home will ask the child, the parents and social workers to give their views on the child's period at the Home. Views are also welcome at reviews, which are held regularly. Where improvements can be made immediately, the Manager and staff will ensure that happens.

The Statement of Purpose is updated on an annual basis, reflecting changes that are being made to improve the service. Specific consultation with parents and children is a very important part of that process, which will take place between January and March each year, so that a revised Statement of Purpose is in place from April 1st each year. As part of a wider consultation, parents and children will be asked for their assistance during this period to identify weaknesses in the service and help identify the improvements and changes that should be made. Other comments made throughout the year will also be considered in this exercise. Parents and children will then be informed of proposed changes and given an opportunity to give their opinion before the revised Statement of Purpose is finalised. It will be made available as described above.

Whenever parents or children are consulted, feedback will be provided as early as possible.

Contents

1. Aims and Objectives
2. Facilities and Service
 - (a) Within Baker's Way
 - (b) Within the Community
3. Names and Address of Responsible Individual
4. Qualifications and Experience of Registered Persons/Responsible Individual
5. The numbers, relevant qualifications and experience of staff working at Baker's Way
6. Arrangements for Supervision/Training and Development
7. Organisational structure
8. Children for which the service is provided
9. Admission Policy
10. Intended Outcomes when more than six children are accommodated
11. Ethos of the House
12. Arrangements made to protect and promote the health of the children who use our service
13. Arrangements for the promotion of the education of children.
14. Arrangements to promote children's participation in hobbies, recreational, sporting and cultural activities.
15. Arrangements for consultation with children about the operation of the house.
16. Policy on behaviour management/use of restraints.
17. Policy for Child Protection and to Countering bullying
18. Unauthorised Absences
19. Surveillance
20. Fire precautions/procedures
21. Arrangements for Religious Instruction
22. Arrangements made for contact
23. Representation and Complaints
24. Arrangements for Reviews of Placement Plans
25. Type of Accommodation and sleeping arrangements
26. Details of any specific therapeutic techniques used and arrangements for their supervision
27. Policy on anti-discriminatory practice

1. Aims and Objectives

Aim

To provide a high quality short breaks service to children and young people with disabilities, who live in the Bridgend County Borough, with a maximum number of 5 at any one time, aged from birth to eighteen years, which will address their individual needs, support their families and promote their access to community services and facilities.

Objectives

To assess each child's needs before the service starts, to develop a plan for each child and to review it regularly

To programme stays for children who are matched for their compatibility, where possible

To introduce children to Baker's Way at their pace, through a series of tea-time visits, prior to longer stays

To base the service to be provided on a written agreement with the child's parents

To meet each child's emotional, social, behavioural, health and developmental needs during their stay in a way which ensures their dignity and promotes self-reliance

To offer children and young people the opportunity to socialise and to develop their independence outside their immediate family

To promote the inclusion of disabled children and young people in mainstream activities in an anti-discriminatory way

To provide parents or carers with a break in their care responsibilities where they will be confident that their child is happy and well provided for

To work in partnership with parents/families, so that the timing, frequency and duration of a short break best assists the child and their family

To consult with children, parents, carers, social workers and other professionals so that the service continually adapts and develops

To resolve issues for children and parents promptly and to address concerns through the complaints procedure, if appropriate

2A FACILITIES AND SERVICES WITHIN THE UNIT

Baker's Way offers a comprehensive range of services and facilities to meet the needs of each child.

Bakers Way is a large detached two-storey house, originally 2 semi-detached properties.

The House:

Physical needs

- Safety and security within a comfortable and pleasant home-like environment
- Range of individually decorated and furnished bedrooms suited to specific individual needs and allowing some choice
- Bathroom and toilet facilities on both floors adapted to cater for specific individual needs
- Aids and equipment suitable for those children with physical disabilities
- A specialist bed for children with physical disabilities
- Laundry facilities
- Individualised menus and provision to meet special dietary requirements
- Dispensing of prescribed oral medicines

Fun and play

- A soft play room
- A room furnished with sensory equipment
- A computer and software with touch-screen monitor
- A large secure garden area with recreational equipment such as swings, slide, climbing frame.
- Toys, games and books suitable for all ages and both sexes
- Televisions, videos, music centres and computer games
- A mini-bus for trips for social and recreational purposes

The Team

- A suitably qualified, experienced and skilled staff team dedicated to providing an excellent experience for children during their stays
- A high ratio of staff to children so that individual attention can be given to each child during their stay
- A purposeful care programme during stays based on individual needs, well-designed and executed
- A partnership approach to working with parents
- A Key Working system providing a member of staff with special responsibilities for each child

Other agencies' services provided at Bakers Way

- An advocacy service provided by Tros Gynnoi
- Transport to and from school for term-time overnight stays
- Advice from community nursing, paediatric, Speech and Language and Occupational Therapy services, so that the team can provide a specialised service for special health or caring needs
- Children are referred to Bakers Way by the Disabled Children's Team and each child has an allocated worker from that team who visit Bakers Way regularly and oversees the arrangements for the child to ensure they are working well

2b **Facilities and services within the Community:-**

Baker's Way Short Breaks Home is situated on the outskirts of Bridgend, close to the M4 and the McArthur Glen Outlet Village. It is within easy reach of many attractions for children and the minibus is used to take children on outings to a wide-range of recreational settings.

Many children who come to Bakers way attend Heronsbridge School and close links are maintained between Bakers Way and Heronsbridge. Minibuses and taxis are arranged to bring children directly to Bakers Way from school or to take them to school in the morning.

There are many facilities on offer in the town of Bridgend and surrounding area including: -

Recreation Centres and Swimming Pools
Coastal and Beach Areas
SNAC Club
Country Park

3. **Registered Persons:-**

Responsible Individual:

Lindsay Harper,
Assistant Director,
Children's Services.
Sunnyside
Bridgend
CF31 4AR

Registered Manager:

Andrew Atkins
2a Bakers Way
Bryncend
Nr Bridgend
CF32 9RJ.

4. **Qualifications and Experience of Registered Persons**

Responsible Individual - Lindsay Harper
NVQ Level 5 Operational Management 2004
Certificate of Qualification in Social Work

Registered Manager - Andrew Atkins
NVQ Level 5 in Management 1999
Certificate of Qualification in Social Work 1975
Extensive management experience of children's residential services and local authority children's services

5. **The number, qualifications and experience of staff working at Baker's Way Short Breaks Unit:-**

Acting Residential Manager

Qualifications

PCSC in Social Care
Certificate in Welfare Studies
NVQ level 3 in Caring for children
Undertaking NVQ Level 4 in Care and Management

Experience

Employed Bakers Way for the last nineteen years.

Senior Residential Social Worker

Permanent post - currently vacant

Residential Worker 1 (currently with Additional Responsibilities)

Qualifications

NVQ Level 3 in Working with Children and Young People.

Experience

Residential Worker 1 has been working at Bakers Way for the past 14 years. She is undertaking additional responsibilities to support the management of Bakers Way.

Residential Worker 2 (currently with Additional Responsibilities)

Qualifications

NVQ Level 3 in Working with Children and Young People.

Experience

Residential Worker 2 has been working at Bakers Way since 2003. She is undertaking additional responsibilities to support the management of Bakers Way.

Residential Worker 3

Qualifications

NVQ Level 3 in Working with Children and Young People.

Experience

Residential Worker 3 has worked at Bakers Way for 20 years.

Residential Worker 4

Qualifications

GNVQ Intermediate in Health and Social Care
NVQ Level 3 in Caring for Children and Young People

Experience

Residential Worker 4 has worked at Bakers Way since 1997.

Residential Worker 5

Qualifications

Undertaking NVQ Level 3 in Caring for Children and Young People

Experience

Residential Worker 5 has worked at Bakers Way since 2006.

Previously employed to work with older people with learning difficulties.

Residential Worker 6

Qualifications

NVQ Level 3 in Caring for Children and Young People

Experience

Residential Worker 6 has worked at Bakers Way since 2001.

Residential Worker 7

Qualifications

NVQ Level 3 in Working with Children and Young People

Experience

Residential Worker 7 has worked at Bakers Way since 2004.

She worked previously at Maesteg Children's Home for 13 years

Residential Worker 8

Qualifications

NVQ Level 3 in Caring for Children and Young People

Experience

Residential Worker 8 has worked at Bakers Way since 2007.

He worked previously at Maesteg Children's Home for 2 years and also has experience of working with adults with learning difficulties

Residential Worker 9

Qualifications

Undertaking NVQ Level 3 in Caring for Children and Young People

Experience

Residential Worker 9 has worked for 3 years at Bakers Way, for 2 years as night staff and latterly as a daytime worker

Residential Worker 10

Qualifications

NVQ Level 3 in Caring for Children and Young People

Experience

Residential worker 10 has worked at Bakers Way since 2003

Residential worker 11

Qualifications

NVQ Level 3 in Caring for Children and Young People

Experience

Residential Worker 11 has worked at Bakers Way since 2006

Residential worker 12

Qualifications

Undertaking NVQ Level 3 in Caring for Children and Young People

Experience

Residential Worker 12 has worked at Bakers Way since 2007

Night Care Worker (1)

Qualifications

Undertaking NVQ Level 3 in Caring for Children and Young People

Experience

Night care worker 1 has worked at Bakers Way for 2 years. She previously had long service as a nursing assistant.

Night Care Worker (2)

Qualifications

Undertaking NVQ Level 3 in Caring for Children and Young People

Experience

Night care worker 2 has worked at Bakers Way for 2 years.

Casual Residential Worker (1)

Qualifications

NVQ Level 2 in Childcare

Experience

Casual Residential worker 1 has worked at Bakers Way since 2003 in a relief capacity. His primary employment is in Heronsbridge School where he works as a Classroom Assistant.

Casual Residential Worker (2)

Qualifications

NVQ Level 2 in Childcare

Experience

Casual Residential worker 1 has worked at Bakers Way since 2003 in a relief capacity. His primary employment is in Heronsbridge School where he works as a Classroom Assistant.

Bakers Way may also call on staff with annualised hours contracts who work principally in other Bridgend Children's Homes.

Administrative Assistant

Qualifications

ECDL

Accounting GCSE

Experience

The administrative assistant has worked at Bakers Way since 2006. She previously worked at Cardiff University.

6. **Arrangements for Supervision, training and development of employees**

Supervision is provided on a monthly basis to all team members by the manager or senior staff. This will assist in identifying individual learning needs and opportunities to meet these needs will be explored, including the Directorate's training programme, which team members will be encouraged to participate in.

An annual appraisal will identify learning needs for the next year and the appraisals of all team members will be used to inform the content of the Directorate's training programme. In addition to accessing the Directorate training programme, team members will be provided with in-house team training through the involvement of specialists who provide services for the clientele of Bakers Way.

Monthly team meetings are held which further extend and develop the skills, knowledge and understanding of team members.

7. **Organisational Structure**

Baker's Way is managed by the Children's Directorate of Bridgend County Borough Council.

Director of Children's Services –Hilary Anthony

Head of Safeguarding and Family Support Services –Lindsay Harper

Linear Manager - Principal Officer, Disabled Children's Services, Safeguarding and Family Support Services - Linda Dann

Bakers Way Short Breaks Home is one of 4 children's residential units managed by the Children's Directorate of Bridgend County Borough Council, and is the only one to offer short breaks for children and young people with disabilities.

Regulation 32 visits are undertaken by Christine O'Brian, Principal Assistant, Placement Commissioning and Co-ordination, who reports to the Head of Safeguarding and Family Support Services.

The Team structure consists of :

1 Manager

1 Senior Residential worker

12 Residential workers

3 night care workers

1 part-time administrative assistant

Staffing can be supplemented by casual staff and staff contracted to work across a number of Children's Homes

8. **Children for whom the service is provided**

Bakers Way provides a Short Breaks service for five children/ young people at a time, male and female with learning and/or physical disabilities in the moderate to severe range, aged between 0 – 18 years of age, who are resident within Bridgend County Borough.

9. **Admission policy**

Being away from home, for however short a period of time, can be difficult and anxiety-provoking for everyone involved.

To ensure continuity of support between home and Bakers Way, with minimum stress for the child/young person, their family and the service itself, effective care planning is fundamental to a successful outcome.

A Short Break will not be offered unless:-

The child/young person's need for a short break has been comprehensively assessed.

Bakers Way has been approached to ascertain that it has the resources to meet the child/young person's needs.

The placement has been carefully negotiated so that the Manager at Bakers Way is fully aware of what the expectations of the service are.

Identification of need

The main source of referrals is through the Disabled Children's Team. Each child/young person has a named worker allocated to him/her and their family. It is the responsibility of the Social Worker/Day Care Support Worker from the Disabled Children's Team to discuss the child/young person's needs, and offer information to the family on the service available. Support needs should be identified through use of the ICS exemplars.

Identification of appropriate service

The care planning process following the assessment of need should assist to identify the kind of setting that will best meet the child/young person's needs. Information about the quality of care at Bakers Way should be sought requesting the latest Inspection Report from the establishment.

Contact could also be made with other people who use the service. The Statement of Purpose should also be considered.

If the placement seems likely, a formal planning meeting should be arranged and recorded.

Assessment of child/young person support needs

Prior to using any service, unless in emergency circumstances, the Disabled Children's Team will do a full assessment of the kind of practical help or support a child/young person will need in the setting.

This would include a "Child Profile" with the child/young person and his/her family and any other services currently being provided. This helps to build up a clear overall picture of the child/young person's support needs in a variety of settings.

This information will be provided to the Manager of the service, and the child/young person and his/her family who choose to receive a short break. The information will be stored in a personal file in a locked cabinet.

If the child/young person poses a risk to existing service users and/or the service itself, a thorough risk assessment must be carried out. This will indicate, more precisely, the support needs of the child/young person, and any additional specialist support that may be necessary. Risks identified with behaviour will need a Behaviour Management Plan, which identifies precisely how the risk will be managed.

Negotiating the Placement

When the child/young person, his/her family/carers have indicated satisfaction with the offer of the service at Baker's Way, a service agreement is negotiated.

This takes place between: -

- a) Child/young person to the extent that is possible
- b) Named worker
- c) Family
- d) Manager of the service who will identify the aims/goals for the child/young person for the next year
- e) Each child/young person will have individual agreements relating to his/her individual needs.

Introduction process

A visit to Baker's Way can be made at any stage of the planning process to help the child/young person and his/her family decide on the most appropriate service.

Usually, the child/young person begins with visits at teatime and stays for approximately an hour. The family is also invited, including siblings.

Arrangements will then be made for the child/young person to visit for longer periods of time, weaning the child away from dependence on the presence of a family member. This work is carried out at the child's pace. There is no time limit unless the child becomes distressed at each visit. The service request may need to be reviewed if the child fails to settle.

The next step would be an overnight visit, repeated on a number of occasions.

Once the child/young person is admitted, a team of three staff will care for him or her during the day, and a wakeful member of staff, along with another who will be on standby, during the night.

The agreed plan of respite then comes into operation e.g. every Wednesday after school or every fourth weekend

The review process needs to be established, as appropriate to a child looked after or a child in need, depending on the legal status of the particular child.

Tea visits are an introductory arrangement and need to be reviewed regularly.

If at any stage a child/young person shows signs of distress, the placement is reviewed and alternative arrangements considered and implemented as appropriate.

10. **Outcomes when more than six children are accommodated**

The above does not apply to Baker's Way as only 5 places are provided.

11. Ethos of the House

The care provided to children and young people at Bakers Way is based on the principles contained in the Children Act, especially that :

disabled children are children first, and their disability is a secondary, albeit significant issue.

The following approach is adopted:

a) Children/young people at Bakers Way are treated as individuals and will be provided with staff support according to their individual needs.

b) The pattern/amount of respite is determined with the child/young person, their family and named worker. Key decisions regarding their daily life and future are sought and recorded in the placement agreement and the child's care plan.

c) Young people have support in preparing for adulthood, again determined by their individual needs.

d) Children/young people are encouraged as far as possible to: -

Discuss and agree activities

Choose where they would like to sleep

Choose toys and learning materials

Shop, cook and develop domestic skills

Show consideration to other service-users, their property, rights and choices

Share any concerns they may be feeling during their stay.

12. Arrangements made to protect and promote the health of the children who use Bakers Way

Many children have specific health needs. Efforts are made pre-admission to understand and address these needs in discussion with the Social Worker and parents, so that each child has an individualised response to their health needs.

Some children's health needs may require specialist health interventions during their stays. Careful consideration will be given to whether staff are sufficiently trained and competent to carry these out, and if not arrangements will need to be made to address these needs through appropriate health care service, in order for children to receive a service at Bakers Way.

Staff at Bakers Way have undertaken in-house training provided by health colleagues on the administration of medication, and the effects of taking certain drugs.

All medication brought in with the service user is recorded and kept in its original packaging in a locked cabinet. Medication is given according to the prescribed dosage. Records are kept of all medication, which is signed by staff when administered to the individual child and when medication is returned home. A copy is kept on the individual child's file.

All ailments are reported immediately to the family, and when necessary the child's own G.P or local surgery would be contacted. Emergency Services would be contacted if appropriate. Generally if a child becomes ill or overly distressed, parents would be contacted and asked to collect their child.

The LAC Health Visitor is contacted for advice when necessary.

13. **Arrangements for the promotion of the education of children**

Each child attends his or her own appropriate school. Arranged transport collects them from and returns them to Bakers Way during their stay.

Staff at Bakers Way use the communication book, which comes with each child. Information is shared between school, home and Bakers Way. This ensures a co-ordinated approach can be taken to meet the child's needs.

Staff would offer advice and assistance to any child who has homework. Children have the use of a touch-monitor computer. Advice is sought on software compatible with what is being used at school, so that children's learning can be supported informally at Bakers Way, as well as providing stimulating and rewarding activities.

The LAC Education Team is contacted for advice when necessary.

14. **Arrangements to promote children's participation in hobbies, recreational, sporting and cultural activities**

Parents/carers normally send in advance any special request for their child's participation in any sporting or cultural activities. As a matter of good practice staff at Bakers Way would respond to any request, however short the notice.

We have a range of toys, books, games and learning materials available to children.

Bakers Way has a range of sensory equipment in a dedicated room to provide sensory stimulation to children whilst at Bakers Way.

Bakers Way has its own mini-bus, which has a tail-lift for children with wheelchairs, so staff can transport the children to different venues, enabling them to access a range of social and recreational opportunities. When children already are involved with activities in the community Bakers Way will attempt to make arrangements so they can continue their involvement during their stays.

15. **Arrangements for Consultation with children about the Operation of the Home**

When a child or young person is first introduced to Baker's Way he/she is normally with their family and their named Social Worker. The visit takes the form of a tea-visit. There are several of these visits before the child is eventually invited to stay overnight.

During these visits, staff show the child around the house, answer any questions, and give information regarding life at Baker's Way, such as bedtime routines, mealtimes etc, and what the child could expect during his/her stay. Throughout this staff are alert to the child's wishes and feelings expressed verbally and non-verbally and respond to those sensitively, adapting arrangements as appropriate.

Children would be encouraged to participate in planning activities during their stay, and assisting staff to plan and purchase groceries, taking into account individual likes and dislikes.

The Children's Guide gives information with illustrations and wording suitable to the level of understanding of some of the children who use our service.

16. Policy on Behaviour Management/use of restraints

Some children present concerning behaviours which may place themselves or others at risk. In these circumstances, a child would have an individual behaviour management plan, which may have been agreed by the relevant people prior to a child being introduced. If a behaviour management plan becomes necessary whilst at Baker's Way then staff would develop this in conjunction with parents and case managers, enlisting other expert advice as necessary. A copy of the plan is kept in the individual's file.

It is Bakers Way's practice to involve all children in decision-making as far as possible. This will hopefully result in the need for control and discipline being minimised. However, there is always a need for in-house rules, and these are clearly discussed with the children and family/carers during the admission process.

Expectations of behaviour reflect each individual's level of ability and understanding, and generally mirror good behavioural standards that parents would expect.

Restraints are rarely used, unless required to protect the individual from self harm (protective headwear and any other prescribed aid). There are strict guidelines on use, e.g. when it's deemed necessary, length of time and frequency.

Staff at Bakers Way are required to assess whether certain behaviour is linked to the child's learning disability, or to be deemed as misbehaviour, which should be responded to with corrective action. If the behaviour warrants disciplinary measures then staff would try and communicate with the child, explaining that the behaviour was not acceptable, what action was proposed if the behaviour continued, giving the child the opportunity to stop the behaviour. If the behaviour continued then the child could be sanctioned. Sanctions could be:

- Time-out in another room to calm down/reflect on behaviour (for no longer than 5 minutes while still being monitored/supervised by a staff member)
- Kept back when other children are being taken out, (staff would use the opportunity to spend the time to talk to the child)

A record of any sanction is kept on file.

17. Arrangements for Child Protection and to Countering Bullying

Child Protection

Children at Bakers Way are provided with short stays. Most are living at home and are otherwise the responsibility of their parents.

Child Protection issues can arise for these children whilst at Bakers Way and whilst elsewhere. Many children receiving the service at Bakers Way have communication difficulties. Staff, therefore, are continually alert to any expression, verbal or non-verbal or any other signs, that a child may be experiencing abuse. If this is suspected, a referral is made within the All Wales Child Protection Procedures employed within Bridgend County Borough.

Countering Bullying

The children that use Bakers Way can range in age from 0 – up to 18 years of age.

Their individual disabilities vary from learning/ physical disability, serious health problems and behavioural problems.

Care is taken to match groups of children to ensure compatibility of age, personalities and behaviours. Careful planning can eliminate possible friction between individuals and avoid any unnecessary conflict. However, if bullying does occur staff take immediate action to stop the behaviour, protect the individuals and address the behaviour if the child continues bullying. Parents and others will be informed as appropriate and engaged more fully if the behaviour persists.

18. **Unauthorised Absences**

The majority of children who stay at Bakers Way are restricted to the house and garden area, which are secured by a keypad security system inside the premises, and garden gates which are locked.

Adequate staffing levels ensure that children are supervised or monitored at all times. Should some impulsive behaviour result in a child running off, and the child cannot be located, the following procedures would apply.

The following would be informed:-

Police

Parent/person with parental responsibility

Social Worker/Emergency Social Worker out of hours

Available staff would continue to search the neighbourhood.

19. **Surveillance**

Baby alarms are used on the landing at night time to alert night staff of movement by children upstairs when they are downstairs. Night staff regularly check children throughout the night.

20. **Fire precautions/procedures**

A Fire Alarm and smoke detection system is in operation throughout the premises. Self-closing doors are connected to the alarm system. Fire-fighting equipment is installed in the form of fire-blankets and extinguishers.

All permanent members of staff undertake the Fire Prevention Course and are familiar with emergency procedures.

Fire drills are planned when the children are present to alleviate any distress or panic. We advise the children that an alarm may go off shortly, reassuring them that there is no need to panic and explaining to them what course of action they need to take.

Fire Drills take place once a month, whilst the alarms are tested weekly. All equipment is checked on an annual basis. The Fire Service also carries out a regular inspection.

In the event of a fire, staff would have followed the written procedures of the house, the fire service would have already been contacted and parents would be notified to collect their children.

Should staff be unable to contact families, then arrangements are in place to take the children to one of Social Services establishments.

21. **Arrangements for Religious Instruction**

Children and young people stay for brief periods. Parents are expected to make their own arrangements for worship but arrangements would be made in accordance with the care plan, as appropriate.

22. **Arrangements made for contact**

Some of the children that come into Baker's Way have limited communication skills. Some have issues in relation to being able to communicate their anxieties about being separated from their family and that which is familiar to them.

Staff would be sensitive to their feelings, giving comfort and reassurance when needed. Families would be contacted and encouraged to ring up at any time to check on their child. Children would have the use of the telephone to contact their family, day or night, or staff would assist them.

Children/Young People are enabled to visit family or friends who are in hospital when staying at Bakers Way.

Parents, relatives and friends are encouraged to visit whenever they wish. The lounge, office or child's bedroom will be made available for this purpose.

Arrangements can also be made with parents on the best method of admitting/discharging their child to and from Bakers Way.

Contact will only be prevented when a court order exists, prohibiting contact. The same applies when the child may be placed at risk. Supervised Contact can be arranged.

23. **Representation and Complaints**

If a child makes a complaint about any part of the service, or a parent, it would always be taken seriously and investigated.

The Children's Directorate has a statutory complaints procedure, which is followed.

The following procedures are followed: -

Manager of the Home is informed.
The Complaints Officer is notified.
Contact is made with the parent.
An attempt is made to resolve the matter.

If the complaint is not resolved informally, the complaint can be formally investigated.

If the complaint raises an issue of staff conduct or child protection, the matter would be pursued through the appropriate disciplinary or child protection procedures.

Some of the children may find it difficult to communicate their problem or concerns. When this occurs it can be frustrating to the child. This in turn could result in a change in their

behaviour. Staff are vigilant in recognising the signs and responding appropriately. Staff at Bakers Way would support children/young people, where appropriate, to follow their concerns through to resolution.

Members of Tros Gynnal, an independent advocacy service, visit the unit. The children could be supported to use the complaints procedure by an advocate from Tros Gynnal, if appropriate.

24. **Arrangements for reviews of placement plans**

Reviews will occur as required in the regulations, which specify the intervals at which reviews should be held for children receiving a series of short-term breaks. The Key-worker, or Manager, will prepare a report for the review and attend. The review can take place at Bakers Way, at the home of the parents or at another appropriate venue. Children do not normally attend their reviews, but may do so when appropriate.

25. **Type of accommodation and sleeping arrangements**

Bakers Way is a fairly large modern house, based in Bryncethin, three miles from Bridgend.

The original structure was two semi-detached houses, but these have been modified to provide one property.

It consists of:

Five bedrooms (no child shares a room, other than siblings by choice). Two of these are ground-floor bedrooms – suitable for those with physical disabilities. These are close to a ground-floor bathroom – with shower, hoist and other specialist equipment. There are three bedrooms upstairs. Each room has a TV or music centre, a bedside lamp, small wardrobe, chest of drawers, chair or small settee for comfort.

A ground-floor room, with sensory equipment installed

A spacious lounge

A fitted domestic-type kitchen

A downstairs play room

A utility/laundry room

A garden at the rear, containing swings, slides, playhouse etc.

For staff use :-

An upstairs bedroom (used for those on stand-by duty)

An upstairs bathroom/shower and toilet

An upstairs office

26. **Details of any specific therapeutic techniques used and arrangements for their supervision**

None employed

27. **Policy on anti-discriminatory practice**

Disabled children are at significant risk of experiencing discrimination. Staff members are especially alert to practices which disadvantage disabled children and seek to redress them, where possible.

28. **Address and telephone number of appropriate officer from National Assembly**

CSSIW, South West Wales Regional Office, Unit C, Phase 3, Tawe Business Village, Phoenix Way, Swansea Enterprise Park, Swansea, SA7 9LA
Tel no. 01792 310420

29. **Address and telephone number of Children's Commissioner for Wales**

Children's Commissioner for Wales, Oystermouth House, Phoenix Way, Llansamlet, Swansea, SA7 9FS
Tel no. 01792 765600