

Statement of Purpose

Section 1: About the provider

Service provider:	Bridgend County Borough Council	
Legal entity	Individual	<input type="checkbox"/>
	Limited company	<input type="checkbox"/>
	Public limited company	<input type="checkbox"/>
	Limited liability partnership	<input type="checkbox"/>
	Charitable company	<input type="checkbox"/>
	Charitable incorporated company	<input type="checkbox"/>
	Other corporate body	<input type="checkbox"/>
	Committee	<input type="checkbox"/>
	Charitable trust	<input type="checkbox"/>
	Other unincorporated body	<input type="checkbox"/>
	Local Authority	<input checked="" type="checkbox"/>
	Local Health Board	<input type="checkbox"/>
	Partnership	<input type="checkbox"/>
Responsible individual	Laura Kinsey - Head of Children's Social Care	
Manager of service	Debra Evans	
Name of service	Bakers Way Short Breaks Service	
Address of service	2A Bakers Way, Bryncethin, Bridgend, CF32 9RJ	

Section 2: Description of the location of the service

a) Accommodation based services

Bakers 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. The service minibus is used to take children on outings to a wide-range of recreational, outdoor and activity 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
- Country Park

b) Community based services e.g. domiciliary support services

This will be the regional partnership area in which the service is provided please refer to the Statement of Purpose guide for a full break down for each regional partnership area.

(tick the area where the service is provided)

Gwent regional partnership board	<input type="checkbox"/>
North Wales regional partnership board	<input type="checkbox"/>
Cardiff and Vale regional partnership board	<input type="checkbox"/>
Western Bay regional partnership board	<input checked="" type="checkbox"/>
Cwm Taf regional partnership board	<input type="checkbox"/>
West Wales regional partnership board	<input type="checkbox"/>
Powys regional partnership board	<input type="checkbox"/>

Section 3 About the service provided

a) Range of needs we can support

The provision is based within 2 residential properties which were combined to provide one large home with suitably sized accommodation to meet the needs of the children who access our services.

The primary focus of this service is to support children with a disability and their families to enjoy appropriate and safe respite care enabling them to remain living together. The service can offer a respite placement for children with complex medical needs by appropriately trained staff.

Service Aim

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

Objectives

- To assess each child/young person’s needs before the service starts, developing and regularly reviewing a care delivery plan for each child.
- To schedule stays for children/young people who are matched for their compatibility, where possible.
- To introduce children/young people to Baker’s Way at their pace, through a series of tea-time visits, prior to longer stays
- To clearly define the service to be provided through a written agreement with the child’s parents/carers.
- To meet each child’s emotional, social, behavioural, health and developmental needs during their stay, in a way that 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 from their caring responsibilities, assuring parents or carers that their children are happy and well cared for
- To work in partnership with parents/carers/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/young people and parents promptly.

b) Age range of people using the service	0-18 years
c) Accommodation Based services	<p>Maximum Capacity</p> <p>Maximum Capacity is 5. 2 bedrooms on the ground floor are wheelchair accessible.</p>

d) Community based services only

Number of Care Hours delivered
Detail the average number of care hours delivered per week. (tick the relevant box)

- | | |
|------------------|--------------------------|
| 0-250 | <input type="checkbox"/> |
| 251-500 | <input type="checkbox"/> |
| 501-750 | <input type="checkbox"/> |
| 751-1000 | <input type="checkbox"/> |
| 1001-1500 | <input type="checkbox"/> |
| 1501-2000 | <input type="checkbox"/> |
| 2001-3000 | <input type="checkbox"/> |
| 3000+ | <input type="checkbox"/> |

Section 4: How the service is provided

The service is provided through

- 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 meeting their assessed care and support needs
- A purposeful care programme during stays which is well-designed and executed, and based on individuals assessed needs
- A partnership approach to working with parents
- A Key Working system providing a member of staff with special responsibilities for each child

a) Arrangements for admitting, assessing, planning and reviewing people's care

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 and oversees the arrangements for the child to ensure they are working well

Admission policy

Being away from home, for however short a period of time, can be difficult and could generate anxiety for disabled children and their families. 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 offered under the following circumstances:-

- The child/young person's need for a short break has been comprehensively assessed by a qualified social worker in the disabled children's or transition team.
- Bakers Way has been approached to ascertain that it has the resources to meet the child/young person's needs.
- An impact and risk assessment has been completed so that the Manager of Bakers Way is fully aware of what the expectations of the service are to provide care and support for the child/young person.

Arranging the Placement

Prior to using any service, the Disabled Children's Team will undertake a full assessment of the kind of practical help or support the disabled child/young person needs and a short break referral would be made to the service. It is the responsibility of the social worker/case manager from the Disabled Children's Team to discuss the child/young person's needs, and offer information to the family on the service available through Bakers Way.

Information for parents/carers is available in a leaflet format. The Children's Guide in DVD format provides information about Bakers Way which is suitable to the level of understanding of the profile of children who would likely use our service. There is also a Children's guide in a leaflet format.

The admission paperwork includes a "Child Profile" being undertaken with the child/young person and his/her family and a risk assessment and details of 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 profile is completed by the child/young person's parent/carer. The information is returned to the manager or senior at Bakers Way and the profile is used to plan with the child/young person, their parent/carers, and child/young person's social worker/care manager, the details of the placement. The information will be stored in a personal file in a locked cabinet.

All children also have an individual risk assessment which is reviewed every 6 months. If the child/young person poses a risk to other children using the service and/or the service itself, a more detailed risk assessment will 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 lead to the completion of a behaviour management plan, which identifies precisely how the risk will be managed. To ensure consistency of approach, Bakers Way works closely with Heronsbridge School and utilises existing behaviour management plans. Multi agency working with other professionals is also critical to ensure continuity of approach.

When the child/young person, his/her family/carers have agreed with the offer of the service at Bakers Way, a Placement Agreement is agreed and signed prior to the child/young person commencing placement.

The agreement takes place between: -

- Child/young person to the extent that is possible
- Parent/ Carer
- Social worker/Care Manager
- Manager or Senior Staff member of the service who will identify the aims/goals for the child/young person for the next year

Introduction process

Following the initial introductory visit to Baker's Way. The child/young person begins with visits at teatime to which their family is invited to attend. A child will usually have 6 tea visits and those progress at the child/young person's individual pace. Arrangements for the child/young person to have a planned initial overnight stay will then commence.

Appropriate levels of staffing will be planned in accordance with the needs of the individual child/ young person.

The placement will be monitored and reviewed regularly as detailed by the processes below. If at any stage there are issues of concern or changes of circumstances, a review meeting can be convened at an earlier stage.

The review process needs to be established, as appropriate to a child's legal status, i.e. Looked After or a Child in Need of Care and Support. Dates of the initial review following commencement of placement will be agreed and recorded in the Placement Agreement. Thereafter, dates for future reviews will be agreed at the review meetings themselves.

It is the responsibility of the social worker/care manager to convene these reviews in collaboration with Bakers Way manager/senior and the family.

Arrangements for reviews of placement plans

Reviews will occur as required in line with regulations, which specify the intervals at which reviews should be held for children receiving a series of short-term breaks. Dependent upon the legal status of the child, this could be a Looked After Child Review, or Child in Need of Care and Support review. 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/young people should be encouraged and supported to attend their reviews.

b) Standard of care and support

Ethos of the Home

The care provided to disabled children and young people at Bakers Way is based on the principles contained in the Social Services and Well-being (Wales) Act 2014, Children Act, 1989 and 2004 especially that:

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

The following approach is adopted:

- Children/young people at Bakers Way are treated as individuals and will be provided with staff support according to their individual needs.
- The pattern/amount of short breaks is determined with the child/young person, their social worker/care manager, family and Bakers Way worker.
- The service provided by Bakers Way is in response to the identified needs and planned outcomes as detailed in the individual care plan of the child/young person.
- Young people have support in preparing for adulthood, again determined by their individual needs.
- 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.
 - Take up opportunities to access community based activities.

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-placement to understand and address these needs in discussion with the social worker/care manager and parents/carers; and where relevant health professionals. Therefore, ensuring, each child/young person's individual health needs are appropriately met.

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 services, in order for children to receive a service at Bakers Way.

Staff at Bakers Way can be provided with in-house training by health colleagues with reference to specific health needs, which includes the administration of medication. Such training is regularly monitored and reviewed by Bakers Way manager and health colleagues to ensure competency and compliance for all staff.

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 and countersigned by staff when administered to the individual child and when medication is returned home. A copy is kept on the individual child's file.

In the first instance, if a child becomes ill or overly distressed, parents/carers would be contacted and asked to collect their child. Emergency Services would be contacted if appropriate.

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 in Bakers Way read and complete the communication book, which comes with each child. Information is shared between school, home and Bakers Way. This ensures a co-ordinated approach is taken to meet the child's needs and minimise any confusion for them.

Staff would offer advice and assistance to any child who has homework. Children have the use of I pads onto which educational apps have been downloaded. If necessary advice can be sought from school, so that children's learning can be supported informally at Bakers Way, as well as the provision of stimulating and rewarding activities.

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 endeavour to respond to any request.

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

Bakers Way has a range of sensory equipment to provide sensory stimulation to children/young people whilst at Bakers Way.

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

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 and support plan, as appropriate.

Arrangements made for contact

Some of the children that come into Bakers 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 will be sensitive to their emotional needs and feelings, giving comfort and reassurance when needed.

Families would be contacted and encouraged to ring up at any time to check on their child's welfare. Children would have the use of the telephone to contact their family, day or night and staff would assist them.

Children/young people are enabled to visit family or friends who are in hospital when staying at 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.

Policy on Behaviour Management/use of restraints

Some children/young people present concerning behaviours which may place themselves or others at risk. These would be identified via a Risk Assessment undertaken by the social worker/care manager and provided within the referral to Bakers Way. In situations whereby a child/young person presents concerning/challenging behaviour, an individual behaviour management plan, will be completed by Bakers Way staff in conjunction with parents/carers, and social worker/care managers. This behaviour management plan will include a description of the presenting behaviour, first signs of agitation and what triggers the child to present the behaviour. A detailed plan of preventative and responsive strategies; for staff to use with the child to ensure firm boundary settings and a consistent

approach.

A copy of the plan is kept on the child/young person's individual file and discussed in team meeting. This is updated following any incident of challenging behaviour.

It is Bakers Way practice to involve all children in decision-making as far as possible. This will hopefully result in incidents of challenging/concerning behaviour being managed safely and effectively. Boundaries are clearly discussed and explained to the children/young people and parents/carers during the introductions to the placement.

Low level sanctions are used in accordance with individual behaviour management plans at Bakers Way. This includes boundary setting and distraction/diffusion techniques. A restorative approach/work is also completed where possible with the child.

A record of any sanction is kept on individual children's files and recorded in Bakers Way sanction book. There are strict guidelines and a policy on the use of restraint which staff must comply with.

Arrangements for Child Protection and to Countering Bullying

Children at Bakers Way are provided with short stays. Most are living at home and are ordinarily the responsibility of their parents/carers, who maintain parental responsibility for their child/young person whilst they are receiving a short break stay at Bakers Way.

Many children receiving the service at Bakers Way have communication difficulties, and it is recognised that disabled children/young people can be more vulnerable to abuse/neglect. Bakers Way 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, policies and procedures in line with the All Wales Child Protection Procedures employed within Bridgend County Borough are implemented.

Countering Bullying

The children that use Bakers Way can range in age from 0 to 18 years. 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 would take immediate action to stop the behaviour, protect the individuals and address the behaviour if the child/young person continues bullying. Parents and others will be informed as appropriate and engaged more fully if the behaviour persists.

Procedures for dealing with 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 absconding, 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 duty team out of hours
- Available staff would continue to search the neighbourhood.

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

None employed

Outcomes when more than six children are accommodated

The above does not apply to Bakers Way as only 5 places are provided.

1. Language and communication needs for people using the service

Bridgend County Borough Council is committed to the treating Welsh and English on an equal basis when carrying out its public business and to meeting the requirements of The Welsh Language Standards Regulations 2017.

Language is at the heart of safe care and to achieving good quality care outcomes. The service is committed to meeting the language and communication needs of the children who access Bakers Way.

Our statement of purpose is available in Welsh and English. Personal documentation and general information about Bakers Way can be provided in Welsh. Language preference is identified and recorded on the child's care and support plan and Bakers Way endeavours to provide services that reflect the child's language needs.

Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with the children and family members who need to communicate in the language.

Due to the complex needs of the children/young people, Bakers Way/social workers/families will identify their communication needs on admission and work with the children to develop their communication needs. Bakers Way uses PECS (Picture exchange communication system) and Sign a long (basic sign language) to communicate with non-verbal children/young people.

Section 5: Staffing arrangements

Bakers Way provides an Outreach Service every Tuesday between the hours of 3pm-10pm. Bakers Way then opens for overnight stay On Wednesday to Saturday. Overnight stays are from 3.30pm-9.00am school days and 2.30pm- 11am on weekends and school holidays. Bakers Way is closed on a Sunday evening and all day Monday.

A member of clerical staff works 4 days a week.

This should include the following:

a) Numbers and qualifications of staff

Staff at Bakers Way either hold or are working towards the required qualification to practise within a regulated service and to register as a Social Care Worker with Social Care Wales. These requirements are set out within the Social Care Wales document: Qualification framework for social care and regulated childcare in Wales. The qualifications detailed below are limited to those required, although many staff members hold other qualifications in addition.

1 Residential Manager

Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Residential Management) Wales and Northern Ireland

Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland

2 Senior Residential Workers

Level 3 Diploma in Health Social Care Services (Children Young People) Wales and Northern Ireland (or hold past NVQ equivalent detailed in the Framework)

Qualified or working towards Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Advanced Practice) Wales and Northern Ireland

9 Residential Care Workers

Qualified or working towards Level 3 Diploma in Health Social Care Services (Children Young People) Wales and Northern Ireland (or hold past NVQ equivalent detailed in the Framework)

2 Night Care Workers

Qualified or working towards Level 3 Diploma in Health Social Care Services (Children Young People) Wales and Northern Ireland (or hold past NVQ equivalent detailed in the Framework)

Casual Residential Care Workers

Qualified or working towards Level 3 Diploma in Health Social Care Services (Children Young People) Wales and Northern Ireland (or hold past NVQ equivalent detailed in the Framework)

1 Administrative Assistant covering both provisions supports the Registered Manager four days a week from Bakers Way.

b) Staff levels

The staffing structure is as follows:-

- Residential Manager x 37 hours (shared with Harwood House)
- Two Senior Residential Workers x 32 hours
- Two Residential Workers x 28 hours
- Three Residential Workers x 18 hours
- Four Residential Workers x 12 Hours
- Two Night Care Workers x 21 hours
- Casual Residential workers
- Administrative Assistant (4 days per week shared with Harwood House)

The manager works between Bakers Way and Harwood House throughout the week. In the Managers absence there are Senior Residential Workers completing office hours and deputising in the manager's absence. All staff know that the Residential Manager and the Group Manager for Regulated Services will be available by phone for support and can attend the service if needed.

Ratios of staff: the children will be supported by a minimum of 4 to 5 care; the ratio will be increased as specified in individual children's care and support plans. At night time there will be two staff in residence, one undertaking sleep in duties and one waking night. If an individual child care and support plan specifies that they need one to one support during the night then two waking night staff would be

	provided instead of the above resources allowing.
c) Specialist staff	There are no specialist staff employed at Bakers Way. However, all staff receive specialist training for specific disabilities and treatment plans that young people may require during their stay.
d) Deployment of staff at service (for accommodation based services only)	<p>All staff are deployed within Bakers Way short breaks service</p> <p>11 staff are deployed for the day shifts running on an am pm rota.</p> <p>2 staff are deployed on a night shift.</p> <p>Casual staff are deployed within all areas of work days or nights to meet the children/young people's needs.</p> <p>All Staff have appropriate checks undertaken by the Human resources.</p>
e) Arrangements for delegated tasks	<p>All Staff in Bakers Way are required to work providing specialised care for children and young people. When staff are inducted into Bakers Way they are given specialised training to meet the needs of the children/young people. All Staff are aware of the individual care and support plans for the children/young people we provide short breaks for and these are read by staff prior to the start of each of their individual stays.</p> <p>The rota in Bakers Way is completed on a 4 weekly basis making sure that it takes into consideration the children who are having their overnight stays and the level of care they need. When the rota is being completed, Bakers Way makes sure that the staff on shift have the correct training so they can meet the individual children/young people's needs.</p> <p>There are 2 senior residential workers in Bakers Way and the rota has been designed that so there is a senior on each shift (apart for a Saturday am shift) to make any decisions for the children/young people.</p> <p>In the absence of a senior a permanent member of staff has the ability to make decisions with guidance from the residential manager. As the residential manager works across Bakers Way and Harwood House, if they are not present in the service then they can be contacted via email or phone to deal with any decision making.</p> <p>If the residential manager is not in work then the staff are able to contact either of the two other residential</p>

	<p>managers who work for Bridgend County Borough Council or contact the Group Manager for Regulated Services for advice and guidance.</p> <p>The Responsible Individual is the Head of Childrens Social Care and they would always be made aware of any presenting issues that arise.</p>
<p>f) Supervision arrangements</p>	<p>Arrangements for Supervision, training and development of employees</p> <p>The Social Services and Well-being Directorate of the Local Authority is committed to the supervisory process and sees the quality of supervision as directly supporting the focus of frontline practice and service provision on what matters to people and the outcomes they would like to gain from a range of interventions.</p> <p>Supervision has an essential role in the effective management of staff performance and practice and is a primary means by which staff are supported to evidence accountable practice.</p> <p>Regular, planned and competent supervision is both a right and a requirement for all members of staff working at Bakers Way. Supervision takes place once every 4 – 6 weeks in line with the Directorate Supervision Policy.</p> <p>Staff participate in annual appraisal which provides them with the opportunity to review and discuss previous and current performance as well as their views and future development. There is an expectation that actions identified and agreed in appraisal are reviewed in supervision.</p>
<p>g) Staff training</p>	<p>Training is an essential part of developing the practice of our staff and to support the delivery of good quality care. All staff receive ongoing training appropriate to their role. All staff will complete an induction. Our induction follows the Social Care Wales Induction framework for health and social care. Staff will also complete the Corporate Induction Framework. Once staff have completed their induction they are put forward for the required Health and Social Care Award,</p> <p>Staff have access to a programme of core training provided by Bridgend CBC which includes Safeguarding Children at risk, Neglect, Paediatric First Aid, Manual Handling, Medication Awareness and</p>

	<p>Administration, Managing Behaviour (Team Teach) and Recording skills. Core training is refreshed at regular intervals.</p> <p>Other training is available provided by Bridgend CBC, for example Child Sexual Exploitation, Life Journey work, Attachment, Child Development. In addition staff access training related to caring for a child with a disability and on specific conditions for example autism. Health colleagues provide advice and guidance on managing specific conditions for example peg feeding.</p> <p>Managers have access to a programme of training focusing on the development of leadership and management skills, including managing performance and staff development, utilising a coaching and mentoring approach.</p>
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Section 6: Facilities and services

Accommodation based services only

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.

Bakers Way has a fitted kitchen, a utility/laundry room, a garden to the rear containing specialist equipment and an upstairs office.

You should provide information about:

a) Number of single and shared rooms	<p>Five bedrooms, two of these are ground-floor bedrooms – suitable for those with physical disabilities and there are three bedrooms upstairs.</p> <p>For staff use:-</p> <p>An upstairs bedroom (used for those on stand-by duty)</p> <p>An upstairs shower room and toilet</p>
b) Number of rooms with en suite facilities	<p>No en suite facilities. The two ground-floor bedrooms are close to a ground-floor bathroom – with shower, hoist and other specialist equipment.</p>

c) Number of dining areas	1 Dining area in the lounge
d) Number of communal areas	1 spacious lounge, 1 downstairs play room, 1 upstairs soft play room.
e) Specialist bathing facilities	1 ground-floor bathroom – with shower, hoist and other specialist equipment. 1 upstairs children’s bathroom with no specialised equipment.
f) Specialist equipment	<p>Mobile hoist, Safe Space bed and 2 domiflex beds.</p> <p>In a ground floor bedroom there is sensory equipment installed.</p> <p>Specialised swing in the garden for children to use who have a physical disability.</p> <p>In an upstairs room is a soft play area</p>
g) Security arrangements in place and use of CCTV	<p><u>Surveillance</u></p> <p>All bedrooms are connected to a central PA system which will alert staff of movement, the system has both audible and visual indicators of noise. This system is fully adjustable to suit the requirements of each child. Independent mobile monitors are also available to staff.</p> <p><u>Fire precautions/procedures</u></p> <p>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 and an evacuation Resqumat.</p> <p>All members of staff undertake the Fire Prevention Course and are familiar with emergency procedures.</p> <p>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.</p> <p>Fire Drills take place monthly, whilst the alarms are tested weekly. All equipment is checked on an annual basis. The Health and Safety Officer together with the Residential Manager also carry out annual Safety Fire Risk assessments.</p>

	<p>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.</p> <p>Should staff be unable to contact families, then arrangements are in place to take the children to one of Social Services' establishments.</p>
<p>h) Access to outside space and facilities at this service</p>	<p>Physical needs</p> <ul style="list-style-type: none"> • Safety and security within a comfortable and pleasant home-like environment • Range of individually decorated and furnished bedrooms suited to specific individual needs, therefore 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 • Specialist bed's for children with physical disabilities • Laundry facilities • Individualised menus and provision to meet special dietary requirements • Dispensing of prescribed oral medicines <p>Fun and play</p> <ul style="list-style-type: none"> • A soft play room • A room furnished with sensory equipment • A large secure garden area with recreational equipment such as swing, roundabout, trampoline, wooden castle, play house and mud kitchen. • Toys, games and books suitable for all ages and both genders • Televisions, DVD's, music centre, game consoles, tablet and iPad. • A mini-bus for trips for social and recreational

	<p>purposes At the front of the property Bakers Way has its own drive way.</p> <p>Both front doors of Bakers Way have key pad locking systems, due to complex needs of the children that use the service.</p> <p>The back door of the property has thumb locks fitted as per usual regulatory requirements.</p> <p>Other agencies' services provided at Bakers Way</p> <ul style="list-style-type: none"> • An advocacy service provided by Tros Gynnal • Transport to and from school for term-time overnight stays • Advice from community nursing, paediatric Speech and Language and Occupational Therapy and physiotherapy services, so that the team can provide a specialised service for special health or caring needs
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i) Community based services only:

Section 7: Governance and quality monitoring arrangements

Quality Assurance

The Responsible Individual for the service reports directly to the Statutory Director of Social Services. The RI will visit the service at least once every quarter and will ensure the quality, safety and standard of service is maintained at all times and meets regulatory requirements in line with the Statutory Guidance for service providers and responsible individuals on meeting service standard regulations relating to Parts 3 to 20 of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

During the visit the RI will speak with the manager, other staff members, young people and their families and other visitors or professionals, as available and appropriate.

The Group Manager – Regulated Services is responsible for the line management of the Registered Manager and reports directly to the RI.

Visits by independent officers.

Visits are carried out on a monthly basis by an identified officer within the Council, in

accordance with Regulation 32 of the National Minimum Standards for Children's Homes. The visiting officer shall interview, with their consent and in private the children and young people accommodated, their parents, relatives and persons working at the home in order to form an opinion of the standard of care provided in the home.

They will inspect the premises of the home, its daily log of events and records of any complaints; and prepare a written report on the conduct of the home. The visiting officer will provide a copy of the report which will be stored at the home, a copy will also be provided to the RI.

Management Structure



A full range of policies and procedures are available to staff and reviewed regularly to ensure currency. All staff are aware of their responsibilities under the Code of Professional Practice for Social Care.

Records are kept in line with data protection legislation and all data is handled subject to the directorate Fair Processing / Privacy statement (<https://www.bridgend.gov.uk/media/3891/fair-processing-statement-social-services-and-wellbeing.pdf>). Any individual with concerns over the way BCBC handles their personal data may contact the Data Protection Officer at the Council or the Information Commissioner.

Data Protection Officer, Bridgend County Borough Council, Information Office, Civic Offices, Angel Street, Bridgend CF31 4WB. E-mail foi@bridgend.gov.uk . Telephone **01656 643565**

Information Commissioner's Office – Wales, 2nd Floor Churchill House, Churchill Way, Cardiff CF10 2HH Telephone: 02920 678400 Fax: 02920 678399 Email: wales@ico.org.uk Website: <https://ico.org.uk/>

Staff working in the service are supported to raise any concerns that they may have in relation to service provision. Any concerns will be thoroughly investigated and acted upon as necessary. Bridgend County Borough Council has in place a Whistleblowing Policy to afford staff the necessary protection to report malpractice or other concerns.

Complaints

Ideally, any complaints should initially be raised directly with the service in the first instance, where the registered manager or senior staff member will try to resolve it immediately. However, if this is not possible, there are two stages to the complaints process:

Stage 1 – Local Resolution

We will acknowledge complaints within 2 working days of its receipt. The complainant will be contacted within 10 working days of the date of acknowledgement by the person looking into the complaint and they will offer to meet with the complainant face-to-face or can discuss the complaint over the telephone. The discussion will ensure that we understand the complaint and what the complainant would like to happen.

When the complaint has been resolved, we will write to the complainant within 5 working days of the date that the complaint was resolved.

Stage 2 – Formal Investigation

If the complaint has not been resolved at Stage 1, the complainant can request that the complaint be investigated by a person who is independent of the Council.

If the request is granted, we will write to the complainant with a formal written record of the complaint (as we understand it) within 5 working days of the date of the request.

Before the investigation can start, the complainant will be asked to confirm that our understanding is correct and also to confirm what they would like to happen. The date on which the detail of the complaint is agreed will be the 'start date' for the complaint investigation.

A response to the complaint investigation should be sent to the complainant within 25 working days of the 'start date'. If this is not possible, we will write to them and tell them why there is a delay and when they are likely to receive the response. This will be as soon as possible after the 25 working day deadline and no later than 6 months from the date we received the complaint.

In our response we will:

- Summarise the complaint;
- Describe the investigation undertaken;
- State whether the complaint is upheld, partially upheld or not upheld;
- Explain what action will be taken (if any);
- Apologise where appropriate;
- Enclose a copy of the Independent Investigator's Report. (If there is a specific reason why we do not provide this, we will explain why);
- Offer the complainant an opportunity to meet with us to discuss the response and the Independent Investigator's Report.

- Advise how the complainant can refer the complaint to the Public Services Ombudsman for Wales if they are still not satisfied with the outcome of the complaint.

Complainants may also contact Care Inspectorate Wales directly to make a complaint at any time.

Feedback from Complainants: we want to hear from complainants about their experience of using our complaints procedure. They can do this by completing and returning our feedback questionnaire. This will only take a few minutes of their time and will provide us with valuable information to ensure that we handle complaints as effectively as possible.

Useful Contacts

Complaints Office,
Bridgend County Borough Council
Directorate of Wellbeing
Civic Offices
Bridgend. CF31 4WB.

Tel: 01656 642253
E:mail:social.services@bridgend.gov.uk

Children's Commissioner for Wales
Oystermouth House
Charter Court, Phoenix Way
Llansamlet
Swansea, SA7 9FS

Tel: 0808 801 1000
Fax: 01792 765601
Email: post@childcomwales.org.uk

Care Inspectorate Wales (South West Wales)
Government Buildings
Picton Terrace
Carmarthen, SA31 3BT

Tel: 0300 7900 126
Email: CIW.Carmarthen@gov.wales

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
Bridgend, CF35 5LJ

Tel: 0300 790 0203
Fax: 01656 641199
Email: ask@ombudsman-wales.org.uk

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/young people and seek to redress them, where possible.

Arrangements for Consultation with children about the operation of the Home

When a disabled child/young person receives a short break stay at Bakers Way, staff are alert to the child's/young person's wishes, feelings and needs. These can be expressed verbally and non-verbally; and staff consistently responds in a sensitive and appropriate manner. Children/young people are encouraged to participate in planning activities within the home and in the wider community during their stay, taking into account individual preferences. This ensures that the day to day operation of the home is responsive to the needs and views of the children who receive short break stays.

Health and safety

Health and safety checks are carried out within set guidelines, this includes:

- Fire safety checks
- Environmental checks
- Legionella management checks

There is also a schedule of maintenance undertaken which covers:

- The heating system
- Electrical wiring
- Water storage tanks
- PAT testing