

BRIDGEND COUNTY BOROUGH COUNCIL

BAKERS WAY SHORT BREAKS HOME

STATEMENT OF PURPOSE

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

Tel. 720509

(Updated January 2012)

**THIS STATEMENT OF PURPOSE FOR
BAKER'S WAY SHORT BREAKS SERVICE**

HAS BEEN APPROVED BY THE

**RESPONSIBLE INDIVIDUAL
COLIN TURNER**

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.

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1. Aims and Objectives

Aim

To provide a high quality short breaks service to disabled children and young people aged from birth to eighteen, who live in the Bridgend County Borough. A maximum number of 5 will attend at any one time and the service will address their individual 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, to develop a care plan for each child and to review it regularly
- 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 base the service to be provided on 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 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 from their care 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, 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, play house.
- Toys, games and books suitable for all ages and both genders
- Televisions, DVD's, music centre and game consoles
- 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 which is well-designed and executed, and based on individual assessed needs
- 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 Gynnol
- 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
- 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' 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:

Colin Turner
Interim Head of Service
Safeguarding & Family Support Services
Sunnyside
Bridgend
CF31 4AR

Registered Manager:

Wendy Wilcox
2a Bakers Way
Bryncethin
Nr Bridgend
CF32 9RJ.

4. Qualifications and Experience of Registered Persons

Registered Manager – Wendy Wilcox

Diploma in Social Work	1995
Diploma in Higher Education	1995
B.A (Hons) Community Studies (Social Work)	1996
University of Wales Certificate in Counselling	1998
Post Qualifying Award in Social Work	2003
NVQ Level 4 in Management	2010

Experience

Sixteen years post qualifying experience. Five years as a social worker in Child and Family and Children's Disability fields. Senior Practitioner experience as an Independent Reviewing Officer and Child Protection Conference Chairperson for three years and two years experience as a Team Manager in Conference and Review Service. Two years experience with a voluntary body as Assistant Director with Pan Wales responsibility for Adoption and Fostering Services.

Appointed in 2007 to the Team Manager post of Disabled Children's Team. From December 2009 also assumed line management responsibility for Family Link, Short Breaks fostering service.

Since April 2010, has been appointed as Acting Principal Office for Service Development, Disability and Early Intervention, maintaining line management for the Family Link Service, and assuming line management for Bakers Way.

Temporary Residential Manager – Carol Owen

MCI Level 4 in Management
ISM (Introductory Supervisory Management
Diploma in Welfare Studies
IOSH
NVQ Level 4 in Children/young People Pathway – achieved November 2011

Experience.

Managed residential Maesglas Resource Centre
Managed Respite Services Wimbourne Rd Respite & Bryneithin Respite Services
Supervisor Family Care Services LD/D
Senior Officer Position at Ty Cwm Ogwr Older Peoples Team

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

Senior Residential Worker 1

Qualifications

NVQ Level 3 Working with Children and Young People.
Undertaking NVQ Level 4 in Children/Young People Pathway

Experience

Senior Residential Worker 1 has worked at Bakers Way since 2007, and has also worked at Maesteg Community home, and has experience of working with adults with a learning disability. Was appointed to the senior post on 18.01.10.

Senior Residential Worker 2

Qualifications

NVQ Level 3 Working with Children and Young People
Undertaking NVQ Level 4 in Children/Young People Pathway

Experience

Senior Residential Worker 2 has been working at Bakers Way since March 2010 and was appointed Senior in June 2010. Has worked within Bridgend children's homes since 2005 and has experience of working in the adult Day Centre.

Residential Worker 1

Qualifications

NVQ Level 3 Working with Children and Young People.

Experience

Has been working at Bakers Way since 1993.

Residential Worker 2

Qualifications

NVQ Level 3 Working with Children and Young People.

Experience

Has been working at Bakers Way since 2004. Has previously worked at Maesteg Community Home for 13 years

Residential Worker 3

Qualifications

NVQ Level 3 Working with Children and Young People.

Experience

Has worked at Bakers Way since 2006, and was previously employed to work with older people with learning difficulties.

Residential Worker 4

Qualifications

NVQ Level 3 in Caring for Children and Young People

Experience

Has worked at Bakers Way since 2006.

Residential Worker 5

Qualifications

NVQ Level 3 in Caring for Children and Young People

Experience

Has worked at Bakers Way since 2006.

Residential Worker 6

Qualifications

NVQ Level 3 in Working with Children and Young People

Experience

Has worked for 4 years at Bakers Way, for 2 years as night staff and latterly as a daytime worker

Residential Worker 7

Qualifications

NVQ Level 3 in Caring for Children and Young People

Experience

Has worked at Bakers Way since 2007.

Residential Worker 8

Qualifications

NVQ Level 3 in Caring for Children and Young People

Experience

NNEB Diploma in Nursery Nursing Level 3.

Has worked at Bakers Way since February 2010
Seven years prior experience in working in nurseries.

Residential worker 9

Qualifications

NVQ Level 3 in Caring for Children and Young People
CASHE Diploma in Child Care and Education Level 3

Experience

Has worked at Bakers Way since March 2010
3 years experience working as a Nursery Nurse.

Night Care Worker (1)

Qualifications

NVQ Level 3 in Caring for Children and Young People

Experience

Night care worker 1 has worked at Bakers Way since 2006. Has previously had long service as a nursing assistant.

Night Care Worker (2)

Qualifications

NVQ Level 3 in Caring for Children and Young People

Experience

Has worked at Bakers Way since 2006.

Night Care Worker (3)

Qualifications

NVQ Level 3 in Caring for Children and Young People

Experience

Has worked at Bakers Way since 2008. Has previous experience in the adult Day Centre.

Casual Residential Worker (1)

Qualifications

NVQ 3 in Caring for Children and Young People.

Experience.

Wide range of Social Care experience including Children's homes; special school settings and has worked in Bakers Way since January 2010.

Casual Residential Worker (2)

Qualifications

11 GCSE'S

Experience

After school club support worker for 3 years.

Support assistant at Heronsbridge School 1 year.

Support assistant at Heronsbridge residential, commenced last October for 2 months.

Bakers way casual residential care worker for 4 months.

Casual Residential Worker (3)

Qualifications

Currently studying BA honours Combined studies in Humanities and Social Science.
In 2nd year

Experience

Casual direct payment support worker, for a young disabled child who has cerebral palsy, Commenced work in 2008 part time.

Discovery Days play worker for term time holidays: commenced April 2009

Play club support worker in Heronsbridge School: commenced September 2009

Direct payment part time support worker for 2 disabled children: commenced in August 2010

Bakers Way Casual residential care worker 2011

Administrative Assistant

Qualifications

Private Secretaries Diploma

Experience

The administrative assistant has worked at Bakers Way since 2009. She previously worked as office Manager for a local Solicitor.

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

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 development needs and any other issues discussed within supervision which will enable staff to acquire the skills and knowledge to work within the service area including working closely with the Directorate's Training unit to identify relevant training needs.

An annual appraisal will identify ongoing training needs, performance of a staff member within their working role and to identify areas of further support required. 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 service users 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.

Corporate Director Children – Hilary Anthony

Head of Safeguarding and Family Support Services – Colin Turner.

Linear Manager/Registered Manager – **Acting** Principal Officer, Service Development, Disability & Early Intervention, Safeguarding and Family Support Services - Wendy Wilcox.

Temporary Residential Manager – Carol Owen.

Bakers Way Short Breaks Home is one of three 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 disabled children and young people.

Regulation 32 visits are undertaken by the Principal Workforce Development Officer, who reports to the Head of Safeguarding and Family Support Services.

The Team structure consists of:

- 1 Registered Manager
- 1 Temporary Manager
- 2 Senior Residential workers
- 9 Residential workers
- 3 night care workers
- 3 Casual Staff
- 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 a maximum of 5 disabled 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 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 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 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. Support needs should be identified through use of the ICS exemplars.

Identification of appropriate service

The care planning process following the assessment of need will 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 undertake a full assessment of the kind of practical help or support the disabled child/young person needs.

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 profile is completed by the child/young person’s parent/carer, once they have undertaken an introductory visit to Bakers Way, and confirmed they wish to proceed with the placement. The information is returned to the manager of Bakers Way, and the profile is used to plan with the 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.

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 Bakers Way, a Placement Agreement is negotiated and signed prior to the child/young person commencing placement

This takes place between: -

- a) Child/young person to the extent that is possible
- b) Parent/ Carer
- c) Social Worker/Care Manager
- d) 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

An introductory visit to Baker’s Way will be planned via discussion between social worker/case manager and the manager/senior at Bakers Way.

Usually, the child/young person begins with visits at teatime and stays for approximately an hour. The family is also invited, including siblings. It is important to note that until a Placement Agreement has been finalised, the child/young person will not be able to visit/stay unless accompanied by a family member.

Arrangements will then be made between the family and Bakers Way managers/seniors staff, for the child/young person to have a planned initial stay. This stay may not include an overnight stay, but will aim to build up to an overnight stay, and is progressed at the child/young person’s individual pace.

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 Looked After or a Child in Need, depending on the legal status of the particular child. Dates of the initial review following commencement of placement will be agreed and recorded in the Placement Agreement. Thereafter, dates for ensuing Reviews will be agreed at the Review meetings.

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

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

The above does not apply to Bakers Way as only 5 places are provided. There is no emergency provision/bed at Bakers Way.

11. **Ethos of the House**

The care provided to disabled 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 a 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 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.
- 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.

Take up opportunities to access community based activities.

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

Staff at Bakers Way undertake in-house training provided by health colleagues on 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.

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

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.

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/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.

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 usually attends with their family and their named Social Worker. The visit could take the form of a tea-visit. There are usually a number of such tea visits before the child is eventually invited to stay overnight. The number of these visits will be determined by the responses of the child/young person, and the decision to proceed to overnight stays is discussed in a review of tea visits meeting.

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

Children/young people would be encouraged to participate in planning activities within the home and in the wider community 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/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 with 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/carer managers. This behaviour management plan may incorporate a behaviour management plan provided by school/psychologist. A copy of the plan is kept on the child/young person's 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 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.

Sanctions are not used at Bakers Way; rather the following boundary setting approaches could be applied:

- 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 boundary setting activity's kept on file.

There are strict guidelines and policy on the use of restraint which staff need to comply with.

17. **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 recognises 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 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 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.

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**

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. .

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 and an evacuation Resqumat.

All 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 twice yearly, 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.

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 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, or 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.

23. **Representation and Complaints**

If a child or a parent/carer wishes to make a complaint about any part of the service, 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.

Arrangements are in place for members of Tros Gynnal, an independent advocacy service, to 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. Dependent upon the legal status of the child, this could be a LAC Review, or Child in Need 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.

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, 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

A ground-floor room, with sensory equipment installed

A spacious lounge
A fitted kitchen
A downstairs play room
A utility/laundry room
A garden at the rear containing specialist equipment including swings, slides, playhouse etc.

For staff use:-

An upstairs bedroom (used for those on stand-by duty)
An upstairs shower room 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/young people and seek to redress them, where possible.

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

CSSIW South West Region
Government Buildings
Picton Terrace
Carmarthen,
SA31 3BT.

Tel No : 01267 245160
Fax No : 01267 245140

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

Reviewed 13.12.2011