

BRIDGEND COUNTY BOROUGH COUNCIL

**HARWOOD HOUSE
STATEMENT OF PURPOSE**

Ewenny Road
Bridgend
CF31 3HT

Tel. 01656815725 (Number to be changed when phone lines go in)

Gail Summerhayes
Residential Manager

THIS STATEMENT OF PURPOSE FOR

**HARWOOD HOUSE
HAS BEEN APPROVED BY THE**

**RESPONSIBLE INDIVIDUAL
LAURA KINSEY**

SIGNED:

DATE:

INTRODUCTION

This Statement of Purpose provides detailed information about Harwood House. 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 in an English and Welsh version 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 Harwood House

Harwood House 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 comments from parents, social workers and children/young people. At the beginning of the service, parents/carers, together with the child/young person where appropriate, 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 Harwood House, the service will ask the child/young person, parents/carers and social workers to give their views on the child/young person's period of placement. Views are also welcome at reviews, which are held regularly. Where improvements can be made immediately, the Manager and staff will action immediately.

The Statement of Purpose is updated on an annual basis, reflecting changes that are being made to improve the service. Consultation with parents and children/young people is a very important part of the process, which will take place in advance of the revised Statement of Purpose being put in place from April 1st each year. As part of a wider consultation, parents and children/young people will contribute during this period to identify any improvements needed to support the service. Other comments made throughout the year will also be considered in this exercise. Parents/carers and children/young people will then be informed of proposed changes and the revised copy of the Statement of Purpose will be available.

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1. Aims and Objectives

Aim

At Harwood House we are committed to providing a high quality residential Looked After Children service for up to three children/young people with complex needs including a learning disability aged from eight to eighteen years; and are enrolled in Heronsbridge School. The service is located within the grounds of Heronsbridge School enabling ease of access for the children to the school, and promoting contact with parents/carers and multi-agency professionals involved with the children. This includes close monitoring of the children's care and support by their respective social workers. During school term time the children will attend the school for their education during the day time and at school holiday periods the children will reside in the home within the school setting. The service will enable children with complex needs who are unable to reside with their families to continue to attend their specialist school and remain resident local to their school and family.

Risk assessment and appropriate matching of the needs of children and young people are fully considered prior to a child being offered a placement at the home.

We adopt a person centred approach and work to support the child/young person to achieve their personal outcomes. We encourage and support each child/young person to reach their full potential and to make their own choices in order to live fulfilled lives. We offer a stimulating, safe, caring environment that promotes a holistic approach to all aspects of the child/young person's life. Staff are appropriately skilled and experienced to meet the complex needs of the children/young people who reside in the home.

The service will work with the children/young people to help devise and contribute to their Care and Support Plan. We establish strong working relationships with other multi-disciplinary professionals involved in supporting the child/young person.

We ensure children/young people are provided with accurate and accessible information which promotes the rights, responsibilities and the choices of children and young people. Such information is provided in the child/young person's preferred format and language.

We work with young people to develop independent living skills and promote their access to community services and facilities to support their transition to adulthood.

Objectives

- To assess each child/young person's needs before the service commences, to develop an individualised package of care and support that focuses on their needs which will be subject to regular reviews.
- To introduce children/young people to Harwood House at their pace, through a series of tea-time visits, prior to longer stays.
- To offer children and young people interventions to assist them in achieving wellbeing. To meet each child/young person's emotional, social, behavioural, health and developmental needs during their placement, in a way this ensures their dignity and promotes self-reliance.

- To provide a homely relaxed environment within which children/young people are encouraged to achieve their personal goals and individual potential.
- To support all children/young people to make good use of all community based resources, thereby promoting social and economic inclusion.
- To provide a comprehensive package of Educational support to promote the best possible outcome for the children.
- To assess the child/young person's living skills and to develop these skills through an individual living skills assessment programme. Provide support through transition plans into Adult services.
- To consult with children/young people, 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 wherever possible, with the residential manager and social worker. If a complaint can't be resolved matters will be responded to through Bridgend County Borough Council complaints procedure.

2a Facilities and Services within the Home

Harwood House offers a comprehensive range of services and facilities to meet the needs of each child.

Harwood House is a detached 2 floor listed building in the grounds of Heronsbridge school. The building is being extensively refurbished with extension fit for purpose to open Summer 2017. It offers safety and security within a comfortable and pleasant home-like environment.

The ground floor comprises of a;

- **Washroom:** It is equipped with a toilet and sink for use of children/young people and visitors.
- **Lounge:** this is a communal room where children and young people have opportunities to engage with each other and form friendships, watch television/dvds together and can be used when visitors call.
- **Utility room:** This room has a COSHH (control of substances hazardous for health, a body of regulations introduced in Britain to govern the storage and use of such substance) cupboard, washing machine, tumble dryer and fridge freezer; children/young people are encouraged to assist with their laundry depending on ability and age.
- **Office:** This room is well equipped to assist in the delivery of the service. Due to confidentiality procedures, children/young people can only access the office in the company of staff. The office also contains the locked medical cabinet for safe/storage of medication. A telephone is available for private use
- **Dining/Sun room;** this room is equipped with table and chairs and is where children/young people and staff will have their meals together. It can also be used as a second living room/quiet area.
- **Kitchen:** this room is well equipped with fridge and cooking facilities. Children/young people are encouraged to assist with cooking meals dependent on age and ability.

- **Staff Bedroom:** this room is for staff undertaking sleeping in duties.

The first floor comprises of:

- **3 children/young people's bedrooms:** The bedrooms are well equipped with furniture offering plenty of storage and a work space area where school/homework can be completed. Individually decorated suited to specific individual needs and allowing some choice
- **Bathroom:** is equipped with a shower, bath, sink and toilet for the use of children and young people.

Fun and play

We provide:-

- A large secure garden area with recreational equipment such as; trampoline, Bbq area.
- Toys, games and books suitable for all ages and both genders.
- Televisions, DVD's, music centre, game consoles, tablet and CD player.
- A mini-bus for trips for social and recreational purposes.

The services provided are:

- Educational support
- Physical, emotional and behavioural development to meet need
- Independence living skills assessment and development programme
- Working in partnership with children/young people, parents/carers and relevant professionals to assist in meeting needs
- Key / link working
- Advocacy
- Transport to visit families
- Quality physical and personal care
- Rehabilitation work through restorative practice approach
- Recreational activities, as approved by Bridgend County Borough Council Social Services Guidelines
- Transition process to support a successful move on to adulthood.

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/young people so that individual attention can be given to each child/young person during their stay
- A purposeful care programme which is well-designed and executed, and based on individual assessed needs
- A partnership approach to working with parents/carers
- A Key Working system providing a member of staff with special responsibilities for each child
- All care team registered with Code of Professional practice for Social care.

Other agencies' services provided

- An advocacy service provided by Tros Gynnoi
- 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 Harwood House by the Social Worker who will visit regularly and oversee the arrangements for the child/young person to ensure they are working well.

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

Harwood House is situated in the grounds of Heronsbridge School in Bridgend, close to the town centre and Bridgend College. 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.

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
- Cinema
- Soft play area and trampoline park
- 3 recreation/fitness centre
- Ten pin bowling
- Gymnastics club
- Youth clubs
- Library
- Sea/Army/Air Cadets
- Child and Adolescent Mental Health Clinic
- Doctors and Dental Surgeries
- Bus and train services

3. **Registered Persons:-**

Responsible Individual:

Laura Kinsey
 HEAD OF CHILDRENS SOCIAL CARE
 BRIDGEND COUNTY BOROUGH COUNCIL
 CIVIC OFFICES
 BRIDGEND
 CF31 4WB
 TELEPHONE NUMBER (01656) 642314

Registered Manager:

Gail Summerhayes
 Harwood House
 Ewenny Road
 Bridgend
 CF31 3HT

4. Qualifications and Experience of Registered Persons

Registered Manager – Gail Summerhayes (37 hours)

Qualifications:

BA Hons Public Services
NVQ 4 Leadership and Management Care Services
NVQ 3 Health social care Children and young people
NVQ 2 in Children Care and early education
A Level's: English, maths, Psychology
10 GCSEs
Brief solution focus therapy
Introduction to Dialectic behaviour therapy
Therapeutic play/life story work
Various in house training

Experience

Employed by Bridgend County Borough Council as the Registered Residential Manager of Bakers Way Short Breaks service in September 2015. Previously worked in private therapeutic residential/education home for 10 years including 6 years as a Registered Manager, for looked after children with social, educational and behavioural difficulties. Prior to that worked voluntary in a primary school as classroom support and for a mentoring service reintegrating disabled people into the community and work place.

The number, qualifications and experience of staff working at (52 week)home

Senior Residential Worker 1

Qualifications

Experience

Senior Residential Worker 2

Qualifications

Experience

Senior Residential Worker 3

Qualifications

Experience

Residential Worker 1

Qualifications

Experience

Residential Worker 2

Qualifications

Experience

Residential Worker 3

Qualification

Experience

Residential Worker 4

Qualifications

Experience

Residential Worker 5

Qualifications

Experience

Residential Worker 6

Qualifications

Experience

Residential Worker 7

Qualifications

Experience

Residential Worker 8

Qualifications

Experience

Residential Worker 9

Qualifications

Experience

Night Care Worker 1 – 21 (Average across a 12 month period)

Qualifications

Experience

Night Care Worker 2 – 21 Hours (Average across a 12 month period)

Qualifications

Experience

Night Care Worker 3– 21 Hours (Average across a 12 month period)

Qualifications

Experience

Administrative Assistant EP

Qualifications

Private Secretaries Diploma

Experience

The administrative assistant has worked at Bakers Way since 2009 and now will support both Bakers Way and Harwood House. She previously worked as office Manager for a local Solicitor.

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 and group supervision is undertaken with casual staff. This assists in identifying individual development needs and enables staff to acquire the skills and knowledge to work within the service area including working closely with the Directorate's Social Care workforce Development Programme and ABMU Children community nursing team to identify relevant training needs.

Annual appraisals identify ongoing training needs, monitor performance of a staff member within their working role and 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.

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

7. **Organisational Structure**

Harwood House is managed by the Social Services and Wellbeing Directorate of Bridgend County Borough Council.

Social Services and Well Being Director – Susan Cooper

Head of children Social care –Laura Kinsey

Group Manager, Regulated Services –Natalie Silcox

Residential Manager – Gail Summerhayes

Harwood House is one of four children's residential units managed by the Social Services and Well Being Directorate of Bridgend County Borough Council, and is the only one to offer long term care for disabled children and young people.

Regulation 32 visits are undertaken by the three registered managers who alternate between the homes, reporting to the Head of Childrens Social Care. Other visits are undertaken by shared regulatory services e.g. inspection of food hygiene and CSSIW inspections.

Rota Visits are undertaken by Elected Members over a period of 12 months.

The Team structure consists of:

- 1 Registered Manager
- 1 Deputy Manager
- 2 Senior Residential workers
- 9 Residential workers
- 3 night care workers
- Casual Residential worker
- 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**

Harwood House provides a long term residential service for a maximum of 3 children/young people with complex learning disabilities. Placements will be considered according to compatibility. The service provides support to young people from ages between 8-18 years,

however referrals will be considered for young people aged up to 19 years who continue in educational placements.

There is a thorough referral and admission policy to assist in establishing whether this setting is appropriate to meet the needs of the children/young people and their family. Families are encouraged to visit the home as part of an active policy to encourage the facilitation of placement choice, as well as the child/young person's ongoing placement plan.

During a child's/young person's stay at the home, they are encouraged to lead a normal and independent life and to participate in local community facilities. The home creates an atmosphere in which young people are encouraged to make decisions of their own choice in a safe environment. There is considerable emphasis to enable children and young people to have a voice, choice and control whilst respecting their personal dignity and emotional wellbeing.

9. **Admission policy**

The referral pathway will require the Social Workers to present a case to the Accommodation and Permanence Panel requesting accommodation for a child/young person to take up placement within the service; children and young people must already be in attendance at Heronsbridge School. It will be the responsibility of the panel to determine the suitability of this placement before any arrangements are made. Once the panel has given approval the referral will be sent to the registered manager of the service to consider placement.

An impact assessment will be completed by the Registered Manager to determine suitability of the referral in relation to the children already placed and their compatibility. Decisions to place are based on assessed needs of the child/young person ensuring the service is able to accommodate the placement safely whilst meeting regulatory requirements.

The social worker will have discussed the proposed placement with the child/young person and his/her parents/carers. Pre admission visits and discussions will have taken place prior to the child/young person being placed, the documentation for 'Looked After Children (WCCIS)' will have been completed by the SW. The service will complete a placement agreement with the child/young person's family/carer, which sets out clearly, what support the service will offer ensuring the service identifies 'what matters' to the child/young person's whilst meeting the assessed needs according to their care and support plan. The referral and admission policy will seek to engage the child/young person and his/her parents/carers positively and collaboratively in a partnership approach.

During the placement, staff will assist and support the child/young person whilst working closely with their families/carers to contribute and achieve better outcomes for the young person. Staff will support and assist the transition process of the child/young person prior to discharge into adult services provision or return to their own home. This is managed via the transition panel.

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

The above does not apply to Harwood House. Criteria of the service will be up to 3 child/young person to be accommodated at any given time.

11. **Ethos of the House**

The care provided to disabled children and young people at (52 week home) 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 approach is to adopt the following principles:

- a) Children/young people at Harwood House are treated as individuals and will be provided with staff support according to their individual assessed needs.
- b) The service provided by Harwood House 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 through an individualised independence living skills and development programme.
- d) Children/young people are encouraged as far as possible to: -
 - Discuss and agree activities
 - Choose toys and learning materials
 - Shop, cook and develop daily life 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.
- e) Children/young people will be treated in such a way that ensures their racial, gender, religious and cultural needs are taken into account.
- f) The home is committed to providing an environment which promotes the child/young person's growth, maturation, self-respect and personal dignity.

12. **Arrangements made to protect and promote the health of the children/Young people in Harwood House Placement**

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, parents/carers and multidisciplinary professionals. This ensures each child /young person's individual health needs are appropriately met.

Some children's health needs may require specialist health interventions during their placement. Careful consideration will be given to whether staff are sufficiently skilled and trained to meet children/young people's needs safely. Staff will be upskilled through specialist or bespoke training to support children and young people within the accommodation as and when required.

Staff at Harwood House undertakes 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 the manager and health colleagues. This ensures competency and compliance.

We will aim to meet the needs of the children/young people placed as assessed by the Looked After Children's Nurse/Health Visitor and Community Paediatrician. Throughout the child/young person's placement the Looked After Children Nurse/Health Visitor continues to remain involved and consults with staff in the carrying out of individual health plans. This assistance is specialised and provides a useful resource for promoting:

- Immunisation and screening
- Communication (PECS and Sign-along)
- Nutrition and diet
- Exercise and rest
- Personal hygiene
- Sexual health
- The harmful effects of alcohol, smoking and substance misuse
- The impact of HIV/AIDS and other blood borne viruses

Staff will liaise with the Child and Adolescent Mental Health Service, Occupational therapists and Speech and Language Therapists team supporting children/young people in clinical consultations.

Staff will endeavour to assist each child/young person upon admission to register with one of the local doctors, dentist and opticians, unless they chose to remain with their own registered GP practice. All children and young people are expected to have an annual statutory health assessment. They are provided with a well-balanced diet, which takes into account their personal choices.

13. Arrangements for the promotion of the education of children

Each child attends Heronsbridge School. Staff will take and meet the child/young person from the school to walk back to their accommodation. Opportunities are provided for a verbal handover to take place between accommodation staff and class teacher/assistant regarding the day's events of the child/young person attendance or any other matters which need's addressing. This enable's an integrated approach. Staff will also share information concerning the child/young person during the accommodation placement with education colleagues.

Staff will support and assist a child/young person to complete any homework they receive from school. Children have the use of I pads (educational apps have been downloaded on them). Advice is sought from school, so that children's learning can be supported informally as well as providing stimulating and rewarding activities.

The Looked After Children Education team provide individual support to the child/young person. Each child/young person placed at the home receives a personal educational plan which details how residential staff will work with the school to contribute and implement the plan and meet the needs assessed.

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

Children/young people at the home are actively encouraged and fully supported to continue with or take part in suitable activities and hobbies. These may include after school clubs, local clubs, gymnastics, swimming, youth clubs etc. The children/young people are also offered staff supervised activities; e.g. Cinema, leisure centres, outdoor pursuits, walks in local gardens, parks and beaches.

The home has its own transport so that staff can convey the children/young people as needed, thus enabling them to access a range of social and recreational opportunities. There are also a range of DVDs, computer consoles, board games books and sensory toys available at the home.

In accordance with Bridgend County Borough Council policy appropriate risk assessments are completed as necessary according to the activity being considered.

15. Arrangements for Consultation with children about the operation of the Home

The home holds a monthly children/young people meeting where everybody is able to contribute and offer suggestions to ensure the home remains a happy place to live. The home is committed to empower children/young people, to have their say and their views and opinions are heard in a positive manner.

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 respond in a sensitive and appropriate manner. Children/young people are encouraged to participate in planning activities and care within the home and in the wider community during their placement, 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 the 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 (NAME 52 week). In situations whereby a child/young person presents concerning/challenging behaviour, an individual behaviour management plan will be completed by the residential manager in conjunction with parents/carers and social worker. 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 is delivered safely.

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

It is Harwood House 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 Harwood House 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 policy on the use of restraint which staff need to comply with.

Physical restraint is only used as a last resort and if there is clear evidence, or genuine belief that a child/young person's actions may lead to physical injury which will harm them and/or others. In this case physical restraint will be used in accordance with Bridgend County Borough Council policy and guidance, the minimum force necessary will be used and all cases of restraints will be formally recorded. Staff will be trained to use the 'Team teach' and restorative practice approach.

17. **Arrangements for Child Protection and to Countering Bullying**

Many children receiving the service at Harwood House have communication difficulties, and it is recognised that disabled children/young people can be more vulnerable to abuse/neglect. Harwood House 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 the All Wales Child Protection Procedures are implemented.

Countering Bullying

The key principles on which to base work with children and families are found in the Children Act 1989 and Children Act 2004 Guidance, Care standards Act 2000 and national minimum Standards for residential services and the United Nations Convention on the Rights of the Child, to which the UK is a signatory and the home fully subscribes. All children/young people deserve the opportunity to achieve their full potential. They should be able to;

- Be as physically and mentally healthy as possible
- Gain the maximum benefit possible from good quality educational opportunities
- Live in a safe environment and be protected from harm
- Experience emotional well being
- Feel loved and valued, and be supported by a network of reliable and affectionate relationships
- Become competent in looking after themselves and coping with everyday living
- Have a positive image of themselves and a secure sense of identity, including cultural and racial identity
- Develop good inter-personal skills and confidence in social situations

Careful consideration of placement compatibility will minimise or prevent 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 to discuss the behaviours and prevent further escalation

18. **Unauthorised Absences**

The children who stay at Harwood House are restricted to the house and garden area to safeguard their own wellbeing. A secured keypad system is in place to ensure access in and out of the premises are monitored and controlled safely. 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, Bridgend County Borough Council Missing Person's Policy will be followed and the relevant people will be informed immediately.

The following would be informed:-

- Police
- Parent/person with parental responsibility
- Social Worker/Emergency Social Worker out of hours
- CSSIW

19 **Surveillance**

Children/ young people are appropriately monitored by staff in line with providing quality standard of care. These may include observations of behaviour and self- expression such as the child/young person being withdrawn, agitated or showing a change to their usual mood that evokes concern. Staff complete records on a daily basis in relation to the progress of the child/young person, with key workers making more extensive observations as part of their monthly key working reports.

At night there will be a member of staff on waking duties to observe and monitor the children for health, care and safety needs.

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 Rescue mat.

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

Fire drills are planned when the children/young people are present. To alleviate any distress or panic, we advise the children/young people 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 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.

In the event of a fire, staff would have followed the written procedures of the house, the fire service would have already been contacted.

As part of a fire prevention programme there is a strict No Smoking policy in the home, all electrical items are checked and should be disconnected when not in use (particularly at night). We operate a safe storage system for all flammables and potentially dangerous liquids such as bleach and for safety reasons aerosols are kept in a lockable cupboard.

21. **Arrangements for Religious Instruction**

Children/young people have the choice to follow their own particular beliefs and can be supported to attend local places of worship

22. **Arrangements made for contact**

Children/young people residing at Harwood House are allowed to have contact with their parents/carers as agreed by their social worker, both inside and outside the home, unless legal considerations preclude this. Children and young people have a choice of rooms to use during visits from their friends and relatives.

Some of the children that live in Harwood House 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.

23. **Representation and Complaints**

If a child or a parent/carer wishes to make a complaint about any part of the service, the Registered manager would address these issues immediately with the parent /carer concerned to resolve the matters informally. If the parent/carer or young person wishes to make a formal complaint, the Registered manager will provide the complaints procedure leaflet and request they complete and send it in to the Complaints officer in Bridgend County Borough council where it will be processed. The Social Services Wellbeing 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 informally by the Registered Manger in the first instance however; if this cannot be resolved the complaints will be dealt with via the complaints procedure Stage 1, Stage 2.

If the nature of complaint is in relation to staff conduct practices the matter will be investigated by the service and in line with disciplinary procedures.

Some of the children/young people 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 Harwood House 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 care and support plans**

Children/young people's plans will be reviewed regularly in accordance with statutory requirements. The first review will be within four weeks of a child/young person becoming looked after. The second review will be held 3 months later. Subsequent reviews will be held after a period of no more than six months and on an ongoing basis. Within this process the role of the staff is to assist in the completion of the consultation documents and to advocate on behalf of the child/young person to assist with meeting the needs, whilst giving an informed view point about the child/young person's progress whilst placed at Harwood House.

The purpose of the reviews is to monitor progress and review care and support plans.

Independent reviewing officers are employed by Bridgend County Borough Council to chair the review meetings. Before their sixteenth Birthday, young people should also have an aftercare (Pathway) planning meeting; this will look at the ways in which the service can assist the young person when they leave residential care. A pathway plan in accordance with the Leaving Care Act 2000 will be formulated to help facilitate this.

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

Harwood House provide a home for three children/young people at any given time. At night there is one member of staff undertaking sleeping in duties and one member staff undertaking wakeful duties.

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

NAME 52 week home will provide each child with individualised services and interventions through the delivery of their care and support plans which will be routinely reviewed in accordance with statutory timescales

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

Staff at Harwood House strive to maintain and encourage appropriate and positive relationships based upon honesty and mutual respect with every person they have contact with. To this end anyone receiving our service is expected to treat staff and others similarly in accordance with professional and personal boundaries. Expectations of behaviours for staff and children/young people are clearly understood and negotiated by those living and working at the home, this includes appropriate control over children/young people in the interests of

their own welfare and the protection of others.

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.

Bridgend County Borough Council has a policy on Anti-discriminatory practice. Children/young person's rights are respected in line with the United Nations Convention on the Rights of the Child as referred to earlier. Cultural sensitivity is essential so that consideration is given to different religious beliefs and cultural traditions for different racial, ethnic and cultural groups. Staff need to guard against myths and stereotypes-both positive and negative.

The home has a comprehensive manual of policies and procedures which can be accessed upon request and is continually revised and updated as required.

28. **Address and telephone number of appropriate officer from Welsh Government 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

Written: 15.06.17