

Statement of Purpose

Section 1: About the provider

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| 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 Childrens Social Care | |
| Manager of service | Sian Morgan-Jones | |
| Name of service | Newbridge House | |
| Address of service | 110, Merthyr Mawr Rd, Bridgend, CF36 3LW | |

Section 2: Description of the location of the service

a) Accommodation based services

Newbridge House is a one storey building in the heart of Bridgend, with quick access to the town centre. The positive aspect of this is the close proximity of the resources Bridgend has to offer young people developing their independence, including training centres, employment opportunities and recreation centres and travel networks.

Newbridge House can accommodate six young people at any one time. The Unit has four beds with shared lounge/kitchen/diner and bathroom facilities where assessment of needs takes place and independence skills are developed. At the front of the building are two self-contained bedsits to further promote the young people's independence skills, providing a sense of achievement and an idea of what isolation could feel like.

There is a lawn area around the building and a drive at the front. The main entrance is at the side of the building where visitors can access the office.

Newbridge House is fully integrated within the community. The Town is fairly widespread and offers a choice of:-

- Ten Comprehensive Schools – within a radius of seven miles.
- Bridgend and Pencoed College
- Bridge Mentoring Service
- 16 Plus Drop-in Centre
- Five swimming pools
- Recreation Centres
- YMCA
- Snooker Clubs
- Guides, Scouts, Sea/Army/Air Cadets
- Library
- Transport links to all areas
- Beach and coastal areas within five miles
- Duty Solicitor Scheme
- Citizen's Advice Bureau
- DASH (Drug and Alcohol Self Help)
- CAMHS (Child and Adolescent Mental Health Service)
- WGADA (Welsh Government Alcohol and Drugs Associations)
- Dentists, Doctors and Opticians
- Princess of Wales hospital and Neath and Port Talbot emergency dept.
- Community Health for Admission and Annual Medical Assessments
- Job centre and Benefits Agency
- Housing Department and Housing Associations

Newbridge House makes use of a G.P. practice near to the unit, where possible, young people stay registered with their own Doctors and Dentists.

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

North Wales regional partnership board

Cardiff and Vale regional partnership board

Western Bay regional partnership board

Cwm Taf regional partnership board

West Wales regional partnership board

Powys regional partnership board

Section 3 About the service provided

a) Range of needs we can support

Newbridge House provides care for up to six young people from Bridgend County Borough and accommodates mixed gender. All admissions are planned via referrals from case management teams, the 16 Plus or transition team.

Service Aim

To provide young people with the opportunity to learn and develop independence skills to support them to live independently within communities in a safe and responsible manner.

Objectives

- Work in partnership with young people and parents/persons with parental responsibility.
- Young person will have a personal plan, based on a careful analysis of their general and specific needs and this plan will be regularly reviewed and updated.
- Young people at Newbridge House will be treated in as normal a way as possible with respect and empathy and will be encouraged to take a full part in local community life.
- Young people in Newbridge House will be treated in such a way that ensures that racial, gender, religious and cultural needs are taken into account and that they are not discriminated against in any way.
- Newbridge House is committed to providing an environment within the unit

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| <p>which facilitates the young person's growth, maturation, self-respect and personal dignity.</p> <ul style="list-style-type: none"> • Newbridge House will promote the use of a variety of different and contrasting approaches to support young people, including social pedagogy and restorative approaches. • Work closely with other agencies and professionals to contribute to the Child Protection process. These will include social workers, young person's school or any training programme initiatives, Vulnerable Groups service, LAC health visitor, child and adolescent mental health service based at Princess of Wales Hospital and the Youth Offending Service • Providing through a transition unit the mechanism for the young people to develop the necessary skills to enable them to move on into independent living. | |
| b) Age range of people using the service | 15 to 17 years. |
| c) Accommodation Based services | <p>Maximum Capacity</p> <p>Six young people, through four beds within a unit and two self-contained bedsits.</p> |
| d) Community based services only | <p>Number of Care Hours delivered <i>Detail the average number of care hours delivered per week. (tick the relevant box)</i></p> <p>0-250 <input type="checkbox"/></p> <p>251-500 <input type="checkbox"/></p> <p>501-750 <input type="checkbox"/></p> <p>751-1000 <input type="checkbox"/></p> <p>1001-1500 <input type="checkbox"/></p> <p>1501-2000 <input type="checkbox"/></p> <p>2001-3000 <input type="checkbox"/></p> <p>3000+ <input type="checkbox"/></p> |

Section 4: How the service is provided

Newbridge House focuses on preparing young people to live independently. Each young person is expected to sign up to a programme of independence at the time of admission. The programme is aimed at young people who have the commitment, attitude and motivation to achieve their independence, taking into account their level of maturity.

The key areas of the programme offer support to:

- Develop cookery based skills (boiling, roasting, frying, baking and microwave, etc.)
- Planning a menu and shopping within a budget
- Household budgeting
- Personal care
- Domestic chores
- Social interaction
- Education and work experience
- Emotional support and develop resilience.
- Promote verbal and written communication skills

Should it become clear that a young person is not likely to succeed in Newbridge House a planning meeting will be held to identify an alternative placement.

Outreach Support

The Residential Workers undertake outreach with the young people who have recently made the transition to independent living. This is offered for an approximately eight week period, with workers being flexible with times to cater for the young people's emotional and physical needs.

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

Admission Policy

Admissions are planned; social workers are required to present the request for a child/young person to become accommodated to the Accommodation and Permanence Panel, who will assess as to whether it is felt appropriate to approach Newbridge House with a referral. Once a referral is received it will be considered by the Manager or senior residential worker. They will complete an impact assessment specifically looking at the suitability of the referral in relation to the children/young people already living in the home. Decisions to provide a placement are based on a thorough consideration of the needs of the child/young person and a judgement on the ability of the home to meet those needs within the terms of the Statement of Purpose, and the prevailing circumstances at the time.

There will be an opportunity for an introductory visit by the young person, parents and social worker, to consider whether this is a viable placement. Where a placement is offered, a pre-admission planning meeting will determine the placement plan for the young person.

The referral and admission process will seek to engage the young person and his/her parents/carers positively and collaboratively in a partnership approach.

Young people and their families (where possible and appropriate) will be encouraged to visit the Unit prior to admission. Staff will provide visitors with verbal and written information about the service available, the expectations of the young person and

the obligations and responsibilities of staff. After an informal visit, should the social worker, young person and/or parent/carers wish to pursue a placement the social worker will provide the Unit with the necessary pre admission documents.

The following documentation required by the Unit should be completed and received before the admission takes place:-

- Placement Plan
- Essential Information Record, containing the young person`s care plan and medical form.
- Pre-placement Referral will assist staff to understand more about the young person and what could trigger behaviours.
- Copy of any Court Order giving the Local Authority the authority to determine the young person`s placement.
- Care or Pathway plan

During the time spent at Newbridge House, staff will work with the young person and others to achieve the outcomes identified in the plan. Staff will prepare and support the young person for their discharge from Newbridge House and move into their identified placement. This is managed through a transition process which is individually tailored for each young person.

Arrangements for Reviews

Young people`s plans will be reviewed regularly, in line with Bridgend County Borough Council`s policy. The first review will be within four weeks of a young person becoming accommodated, the second review will be held three months later. future reviews will be held after a period of no more than six months on an ongoing basis. Within this process our role is to assist in the completion of the consultation documents and to advocate on behalf of the young person to assist with the meeting of their needs, whilst giving an informed viewpoint about the young person`s progress whilst placed at Newbridge House.

The purpose of the reviews will be to monitor progress and review personal care plans. All reviews should be attended by:

- The young person,
- Their social worker,
- Their family,
- Their key worker and any other appropriate person.
- An independent chairperson.

An independent chairperson is employed by Bridgend County Borough Council to oversee review meetings after the first review. Before their 16th birthday, young people should have a pathway planning meeting, which will look at the ways in which the department can assist the young person, when they leave residential care. A Pathway Plan in accordance with the Leaving Care Act will be formulated to help facilitate this.

Reviews are normally held at Newbridge House, but may be convened elsewhere if there are specific reasons to require this.

b) **Standard of Care and Support** you will receive and experience at Newbridge House

On admission a young person is allocated a key worker and is expected to attend monthly meetings with them. Initially they are given a room on the main unit. When proven that they are showing a level of maturity, the ability to budget and keeping their environment clean and safe, they will then have the opportunity to move into one of the bed sits. They will then learn to develop relationships and further widen their independent skills ready to move into the community.

The length of stay needed in Newbridge House will be largely determined by the progress that the young person makes. However, it is anticipated that it will be a short to medium period lasting no more than twelve months in order to support them to complete the unit independence programme and move through to a bedsit to experience being more independent before move on.

Young people may have been looked after for many years or may be new into accommodation. Young people have often experienced chaotic lifestyles and many misuse substances or alcohol and may have been or are involved in offending. The aim of the unit is to promote and encourage their independence skills to prepare them for adulthood.

Some young people have patterns of absconding and may be putting themselves at risk of sexual exploitation and the unit is skilled at supporting those young people to make more positive choices.

Towards the end of a successful transition programme the focus for young people switches to an exit strategy. This includes referrals to various other service providers identified via their Pathway Plan.

Promotion of Health Needs

On admission each young person has a health assessment undertaken by the Health Visitor supporting the Safeguarding teams and is registered with one of the local Doctors, Dentists and Opticians, unless there is a preference to remain registered with the existing practice. All young persons have an annual statutory health review and also a six monthly dental check as well as any immunisation needs. They are assisted to develop a well-balanced diet and encouraged appropriately and sensitively in the importance of personal hygiene if this is neglected. Where appropriate, use is made of the Child and Adolescent Mental Health Service. Each young person follows a health education programme, which deals with HIV/AIDS, sexually transmitted diseases and sex and sexuality.

There is a 'No Smoking' policy in accordance with current legislation and in line with Bridgend County Borough Council's policy. The young people are actively

discouraged from smoking, there is no facility for smoking on the unit for young people, visitors or staff.

Education

Newbridge House strives to ensure that all the young people cared for are aware of the benefits of receiving a full education.

We endeavour to promote this, by establishing good professional relationships with the schools, colleges and training providers our young people attend. Alternatively we will assist young people to access work experience opportunities and support them in their career choices.

Homework can be completed in the young person's own bedroom, or, if preferred, in a room set aside for the use of the young people. The room contains two computers and a range of books (both reference and leisure). Staff are always available to assist with homework and revision.

Newbridge House now offers Agored Cymru qualifications for young people these follow the format of the independent programme and allows young people to improve their CV's for the future.

Additional assistance to support young people's educational achievement is sought from the Vulnerable Groups service.

Leisure and Activities

In view of Newbridge House's function, to prepare young people for independent living, we encourage all the young people in our care to pursue individual activities, rather than organise a group recreation and leisure programme. Halo cards for use of the facilities in the local recreation centre are offered to all the young people.

Opportunities will be provided for young people to identify and organise trips/activities and will be supported in budgeting for the activity they choose.

As part of the independence programme staff have developed a cultural based programme to develop positive experiences that young people can take with them, inclusive of educational experiences.

Staff at Newbridge House assist young people to develop socially acceptable behaviour by responding constructively to unacceptable behaviour and using relationships with young people to nurture respect.

When a sanction is required, staff will discuss it with the young person where their views are acknowledged and recorded.

Sanctions that will not in any circumstances be used are:-

- Deprivation of food and drink
- Restriction or refusal of visits

- Requirement to wear inappropriate or distinctive clothing
- The use, or withholding of medication or dental treatment
- Confinement to a room or area within the home.

Newbridge House's use of restraint is limited to extreme circumstances and only used to prevent likely injury to the young person or others, or likely serious damage to property. 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 restraint will be formally recorded.

Staff uses a restorative approach with young people when the timing is perceived as beneficial to discuss the behaviour and its effects on others.

Young Person Protection and Bullying

All staff members at Newbridge House are provided with training in Child Protection Procedures and this training is updated on a regular basis.

These procedures are set out by law in the Children Act 1989 and the Children Act 2004 Guidance, Care Standards Act 2000, as well as the National Minimum Standards for Residential Services and the UN Convention on the Rights of the Child.

All young people receive the opportunity to reach their full potential and learn new skills to enable them to live independently. The young people should have the opportunity to:

- Lead a healthy life
- Attend education and training
- Be protected from harm and feel safe
- Feel self-worth
- Feel supported, valued and experience a high level of emotional wellbeing by reliable and suitable relationships
- Be enabled to look after themselves and cope with living independently
- Develop a positive image of themselves and the ability to establish their own identity, culturally and racially
- Develop good inter-personal and communication skills and gain confidence socially.

Young people who may have been abused or neglected by an individual or who have had harm inflicted to them may be impeded from experiencing and achieving one or more of the above. Staff remains vigilant to any signs of abuse whether it is expressed verbally or non-verbally and will respond to concerns where the young person is perceived as failing to thrive. Where concerns are suspected a referral to the local Multi Agency Safeguarding Hub or the designated safeguarding team social worker will be made within the Child Protection framework set out by the All Wales Child Protection procedures. Any concerns will be thoroughly investigated and the resident would be listened to and consulted with throughout process.

Staff will continually liaise with other professionals to meet the welfare of the young

person. The young person's social worker and personal advisor are expected to attend monthly review meetings to provide updates regarding the young person's wellbeing, progression of independence and the transitional process

Newbridge House does not tolerate bullying of any kind. On admission the young person receives an induction pack, during which a member of staff will explain our zero tolerance to bullying and complaints procedure. All young people are expected to sign an anti-bullying policy and abide by the contract.

Staff have been fully trained in Restorative Justice techniques and any conflict or confrontation between residents and staff will be resolved using these mediation skills. Staff regularly meet with the mediation and restorative leader who is based at YOS on occasions to focus on the work which is being undertaken at Newbridge House.

Staff are vigilant about all aspects of bullying and ultimately a young person's placement could be jeopardised and considered unsuitable should they refuse to comply and bullying behaviour persists.

Contact with Parents, Persons with Parental Responsibility, Relatives or Friends

Parents and other relatives are welcome to visit the unit at any time unless legal restrictions make this impossible. Friends are welcome to the unit during the evening and holidays, but are not allowed to stay overnight.

Undesirable friendships would be discouraged or managed; discussions will be held at a planning meeting when the suitability of these relationships would be examined.

Young people could use their own rooms, the conference room, the lounge or the garden for visitors, depending on choice, suitability and availability or quiet room situated on the main unit.

Unauthorised Absence

A Protocol exists between the South Wales Police and the seven Local Authorities within the force area for the management of unauthorised absences. Currently there is a new protocol being prepared for consultation.

When young people do not return they are categorised in two groups:-

- a. Those who are "Absent without Authority" and are regarded as "Low Risk" and
- b. Those who are deemed to be "missing" and whose absence gives rise to serious concerns.

A young person in the lower risk category might, for example, be absent without permission, or not back at the agreed time, but their whereabouts are likely to be known. More serious is the absence of a young person for unknown reasons, with no clue as to their whereabouts and where they are regarded as vulnerable or a

danger to themselves or other. A young person who is subject to a restrictive court order is considered to be in the “high risk” category.

The situation of a young person who is regarded as “absent without authority” has to be the subject of a continuous risk assessment while they remain absent. The risk assessment includes consideration of the risks that the young person may face and those they may pose to others. Some indications of risk may be known from previous behaviour and be incorporated into the young person’s plan.

A risk assessment of a young person will include consideration of many factors such as the young person’s age and social, emotional and sexual maturity, a history of absences or of self-harm, their health and state of mind. Other matters would include the time they left, the time they were expected to return and their likely associations while absent together with their status e.g. whether subject to a Court Order or on the Child Protection Register. These factors should provide guidance as to risk level and the need if concern is sufficiently great, to notify the police. If there is no referral to the police, the absence must be monitored and reviewed after a minimum of two hours. If the decision is to refer, Newbridge House will take on this responsibility, as well as that of contacting the young person’s parents.

On the young person’s return, whatever the circumstances the young person’s social worker should see the young person within three working days of their return and explore the reasons for, and consequences of, the absence. When a young person is assessed as being absent without authority the following forms are completed:-

Form CF6 - Risk Assessment of a child absent without authority.

CF7 - Notification of a child absent without authority

CF8 - Notification of the return of a child absent without authority

Therapeutic Techniques/Behaviour Modifications

The young people will be faced with the consequences of their actions within a climate of maximum staff support. Control will be maintained on the basis of good personal and professional relationships between the staff and the young people in residence. It is not seen as a negative concept but as a way of enabling the young people to develop self-control and self-discipline. When young people display behaviour that in any family or group environment would be considered undesirable some form of sanction may be needed.

The young people will be provided with intensive staff involvement and support through key working and access to other support networks. Where appropriate the young people will work through an individually designed programme to help them develop socially acceptable behaviour.

Staff have undertaken training in child exploitation work with the Barnardos TAITH service and use this training to complete projects with young people around keeping themselves safe and developing appropriate relationships. Also, as mentioned earlier staff are trained to undertake restorative and mediation approaches. This allows young people to explore their behaviours and the consequences of their actions.

Integrated working arrangements between Newbridge House and the 16 Plus team drop-in service are in place to provide an enhanced service that will address problems and issues with children/young people. To achieve this:

- There will be single point of contact in both services
- We will seek to prevent problems arising by integrated intervention
- Be quick to respond when the need arises
- Establish working protocols
- Have a reciprocal understanding of intervention techniques and roles of other professions
- Work together to address the complex issues of children/young people within this service
- Be open with colleagues and exercise discretion, trust and sensitivity in establishing and operating within multi -agency teams
- Provide help and support closer to the point of contact.

Religious Observance

Children/young people have the choice to follow their own particular beliefs and can be supported to attend places of worship locally or in the closest provision that meets their needs.

c) 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 Newbridge House.

Our statement of purpose is available in Welsh and English. Personal documentation and general information about Newbridge House can be provided in Welsh. Language preference is identified and recorded on the child's care and support plan and Newbridge House 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.

Section 5: Staffing arrangements

Newbridge House has a team of care staff providing 24 hr support 7 days a week.

There is always two staff on duty and two staff sleep in.

The Staff Team comprises of the following staff to ensure a safe and effective service is delivered;

a) Numbers and qualifications of staff

Staff at Newbridge House 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 REGISTERED MANAGER

NVQ Level 4 Caring for Children & Young People
NVQ Level 4 Management

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

8 RESIDENTIAL 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)

CLERK

Chartered Institute of Personnel Development Diploma

b) Staff levels

Residential Manager 37 hrs per week Mon- Friday
Seniors 37 hrs per week working as part of a rota which includes weekend working.

The staffing structure is as follows:-

- Residential Manager x 37 hours
- Two Senior Residential Workers x 74 hours
- Two full time Residential Workers x 74 hours

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| | <ul style="list-style-type: none"> • Six part time Residential Workers x 85 hours (2x 24 and 4x 18.5) • One part time clerk x 18.5 hours |
| c) Specialist staff | There is no specialist staff employed at Newbridge House. |
| d) Deployment of staff at service (for accommodation based services only) | <p>The staff team work on a rolling eight week rota, with a minimum of two staff and a maximum of three staff on duty at all times.</p> <p>The rota also accommodates for the provision of sleeping in duties.</p> |
| e) Arrangements for delegated tasks | <p>Outreach Support</p> <p>The Residential Workers undertake outreach with the young people who have recently made the transition to independent living. This is offered for an approximately eight week period, with workers being flexible with times to cater for the young people's emotional and physical needs.</p> <p>Newbridge House has a team of staff who bring their own learned experiences to the service, such as counselling skills, Art Therapy and mindfulness work. This is integrated into the work we undertake with the young people.</p> <p>Post 16 service</p> <p>The 16 Plus Team offers support to young people aged 16 to 25 years. The young people are designated to a Post 16 team social worker and a personal advisor, who will link in with housing, education/training and offer support with independent living skills.</p> |
| f) Supervision arrangements | <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</p> |

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| | <p>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 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.</p> <p>The whole staff team recently attended a pilot project called 'Caring Changes' provided through the Fostering Network and TACT, based on the Welsh Government funded Confidence in care training for foster carers.</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> |

Section 6: Facilities and services

Accommodation based services only

6 bed provision in central Bridgend, comprising of 4 single rooms and 2 bedsits

You should provide information about:

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| a) Number of single and shared rooms | 6 single rooms used by the young people (2 of which are bedsits) and 2 staff bedrooms rooms which are shared amongst the Team. |
| b) Number of rooms with en suite facilities | 2 en-suite bedsits |
| c) Number of dining areas | 1 communal dining area |
| d) Number of communal areas | 6 communal areas |
| e) Specialist bathing facilities | None |
| f) Specialist equipment | None |
| g) Security arrangements in place and use of CCTV | <p>There are no facilities available at Newbridge House for the surveillance of the young people other than through the daily supervision by the staff team. Should there be any issues of risk shown by a young person to themselves or others the unit will provide a wakeful cover throughout the night. There are alarms on all exterior doors in-case of movement throughout the night.</p> <p>There is no CCTV.</p> |
| h) Access to outside space and facilities at this service | <p>Newbridge House offers a comprehensive range of services to young people. The facilities offered are in line with the service provided but limited to some extent by the structure of the building and the fact that the young people are encouraged to use the facilities in the community as part of their independence programmes.</p> <p>The facilities and services at Newbridge House consist of:</p> <ul style="list-style-type: none"> • A TV and DVD and small fridge in each of the main unit bedrooms to encourage independent living. • A varied assortment of sports |

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| | <p>equipment, board and table games and books and a selection of DVD's, a playstation and games</p> <ul style="list-style-type: none"> • A large garden and lawn. • A telephone, situated to give young people privacy. • Computer with internet access. • Laundry facilities. • Room for access visits. The use of room is available to other staff from BCBC. • Newspapers and magazines are purchased for the young people upon request, representing their individual interests. • There are a number of independent programmes which differ in accordance to ability. These programmes assist young people to move on to independent living and provide a scoring system for the Llamau's project and housing associates • After moving into independence the young people are offered a support network at Newbridge House and invited for tea or Sunday lunch • Newbridge House have developed strong links with the Post 16 team and have the use of their facilities and courses available to young people aged 16+ • The LAC Health Visitor both provide direct services to young people and advice to staff. • The Unit has access to advice from the local Child and Adolescent Mental Health Service (CAMHS). • Alternative housing providers include: Llamau through Ty Cornel and Morfa St, foster placements, Wallich projects:- Ewenny Road, Park Street and Hartshorn House, step down projects which young people could be considered for, supported lodgings the local housing register and private landlords. • The Unit receives regular visits from The Western Bay, Tros Gynnal Advocacy Project, for the benefit of residents. This is an independent service offering impartial advice and guidance should the young people require it. |
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i) Community based services only:

In this section you should;

- *provide information about the facilities to; securely store records;*
- *meet with people using the service;*
- *provide staff training; and*
- *Meet with staff.*

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

Head of Children's Social Care & Responsible Individual



Group Manager for Regulated Services



Manager Newbridge House



Senior residential workers

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 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

Anti-Discriminatory Practice

Staff at Newbridge 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 line with professional and personal boundaries. Expectations of behaviour for both staff and young people are clearly understood and negotiated by those living and working at the unit, including exercising appropriate control over young people in the interests of their own welfare and the protections of others.

In day to day decision making, staff demonstrate an appropriate balance between:

- Each young persons wishes and preferences
- The needs of individual young people
- The needs of the group of young people resident at the time, and
- The protection of others (including the public) from harm.

Bridgend County Borough Council has a policy on anti-discriminatory practice. Children'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.

Newbridge House has a comprehensive manual of policy and procedures which can be accessed upon request. It is continually being revised and updated as required.

Consultation

Newbridge House is committed to working in partnership with young people and parents to maximise the opportunities and outcomes for the young person.

The consultation process begins at the earliest opportunity and takes place through:

- a. Pre-admission planning and visits to the unit by the young person and parents and social worker.
- b. Formal planning and review via the LAC system, key working, young people's meetings and evaluation exercises.
- c. Informally through daily interaction with staff where important views and opinions are noted within the personal recording sheets.

Newbridge House promotes the involvement of parents where possible and is proactive in maintaining regular telephone contact to inform parents of significant events and to involve them in decision making.

Newbridge House empowers young people to express their views and opinions and make personal choices through:

1. Use of the looked after children system.
2. Young peoples meetings.
3. Keyworking sessions.
4. Daily interactions with staff members.

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