

**Bridgend County Borough Council**  
**Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr**

**HARWOOD HOUSE – LOCAL AUTHORITY  
CHILDREN’S RESIDENTIAL HOME**



**STATEMENT OF PURPOSE**

Harwood House  
Ewenny Road  
Bridgend  
CF31 3HS

TEL: 01656 653766

Responsible Individual: Laura Kinsey  
Registered Manager: Debra Evans

The Responsible Individual is a senior officer at Bridgend County Borough and has been designated to undertake this role by the Corporate Director for Social Services and Wellbeing.

The manager of Harwood House is registered as a Manager with Social Care Wales.

## **Section 1: Description of the Location of the Service**

Harwood House is a three bedroomed house, refurbished in 2017, which 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/young people and the minibus is used to take children / young people on trips to a wide-range of recreational settings.

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

- Leisure 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.

## **Section 2: About the service provided**

### **A) Range of needs we can support**

Harwood House can support three young children/young people (mixed gender) within the age range of 8-19yrs with complex needs, which include a learning disability or a

disability diagnosis such as Autism. We are not able to provide accommodation for children in wheelchairs due to the design of the home.

Referrals are received from the Local Authority Disabled Childrens Team; we will also consider referrals from other Local Authorities. Each referral is looked at carefully taking into consideration the individual needs and the match with the children / young people already resident at Harwood.

### Service Aim

At Harwood House we are committed to providing a high quality 52 week residential service for up to three children/young people with complex needs, including a learning disability, aged from eight to nineteen years (nineteen age limit applies to any young person with Additional Learning Needs.) Children/young people are usually enrolled in Heronsbridge School.

The service is located within the grounds of this school enabling ease of access to the school for the children/young people. In addition, fostering a close liaison between staff and a shared understanding of the complex needs of the children/young people and consistency of approach in working with the children/young people which support better outcomes.

The service enables children/young people with complex needs who are unable to reside with their families to continue to attend their specialist school and remain living locally to their family, friends and school.

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### 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 and to review it regularly.
- To introduce children/young people to Harwood House at their pace, through a series of familiarisation and tea-time visits, prior to moving in.
- To offer children and young people interventions to assist them in achieving their personal outcomes. To meet each child/young person's emotional, social, behavioural, health and developmental needs during their placement, in a way that 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/young people.
- To assess the child/young person's level of life skills and to develop these skills through an individual living skills assessment programme. Providing support through transition planning through to adult social care.
- 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.

### **Section 3: How the Service is provided**

- A suitably qualified, experienced and skilled staff team dedicated to providing an excellent experience for children /young people 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.
- To promote contact with the child/young person and their parents/carers and any significant persons in their lives.
- A Key Working system allocating a member of staff to assume specific responsibilities for a particular child/young person.
- Independence living skills assessment and development programme.
- Transition process to support a successful move into adulthood.
- Provision of transport to visit families and promotion of contact.

- Recreational activities, as approved by Bridgend County Borough Council Social Services Guidelines.
- Encouraging children/young people 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.
- Enabling children and young people to have a voice, choice and control whilst respecting their personal dignity and emotional wellbeing.
- Facilitating access to specialist advocacy provision via an independent agency.

**a) Arrangements for admission, assessment, planning and review.**

Harwood House provides a long-term residential service for a maximum of three children/young people with complex learning disabilities. The service provides support to young people within the age range 8-19 years.

It is envisaged that children and young people will attend Heronsbridge School. However consideration will be given to referrals received for children/young people who attend other educational provision.

Referrals route is via Local Authority Social Care Teams. The Local Authority Accommodation and Permanence Panel will make an initial determination as to the suitability of the referral. Once the panel has given approval the referral will be sent to the Residential Manager for consideration.

The individual needs of each child/young person referred to the service will be robustly assessed. Staff will engage with the child/young family, their family/carers, social worker and other professionals in establishing whether Harwood House can fully meet their needs.

An impact assessment will be completed by the manager or a senior residential worker to determine the suitability of the referral in relation to the children/young people 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.

Pre admission visits and discussions will have taken place prior to the child/young person being placed. 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 clear identification of 'what matters' to the child/young person's whilst meeting their 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.

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.

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.

The service will work with the children/young people to help them understand 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.

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 to their own home. This process is managed via the transition panel.

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.

A formal review of the care and support plan will take place in line with the Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice Looked After and Accommodated Children).

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 their needs, whilst giving an informed view point about the child/young person's progress whilst placed at Harwood House.

Before their sixteenth birthday, young people will have a Pathway planning meeting; this will look at the ways in which the service can assist the young person when they leave residential care.

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

The care provided to disabled children and young people at a 52 week home is based on the principles contained in the Social Services and Well-being (Wales) Act 2014 and Children Act 1989

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

The approach is to adopt the following principles:

- Children/young people at Harwood House are treated as individuals and will be provided with staff support according to their individual assessed needs.
- The service provided by Harwood House is responsive to the identified needs and planned outcomes as detailed in the individual care plan of the child/young person.
- Young people have support in preparing for adulthood through an individualised independence living skills and development programme.
- 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.
- Children/young people will be treated in such a way that ensures their racial, gender, religious and cultural needs are taken into account.
- The home is committed to providing an environment which promotes the child/young person's growth, maturation, self-respect and personal dignity.

### **Arrangements made to protect and promote the health of the children/young people in Harwood House**

Many children/young people have specific health needs. Pre-placement discussions take place to understand and address these needs in discussion with the social worker,

parents/carers and multidisciplinary professionals. This ensures each child /young person's individual health needs are appropriately met from the point of admission.

Some children's/young people's health needs may require specialist health interventions during their placement. Staff will be upskilled through specialist or bespoke training to support children and young people within the accommodation as and when required. Specialist training is provided by Health Colleagues.

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 for Non Verbal Children.
- 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.

### **Arrangements for the promotion of the education of children**

Staff will take and meet the child/young person from the school to walk back to their accommodation. If not enrolled at Heronsbridge then transport will be arranged. Opportunities are provided for a short 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 that need to be addressed. This enables an integrated approach. The children/young people have school communication books where the education staff write information about the child/young person's day. Harwood House will then respond back in these books on



how the child/young person evening has been so a robust handover can be given so we can work closely with education. Staff will also share information concerning the child/young person whilst being accommodated in placement with education colleagues.

If a child/young person does not attend Heronsbridge School the same systems as above will be put in place to ensure that there is continuity between Harwood House and their education placement.

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.

### **Arrangements to promote children's/young person'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.

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

### **Arrangements for Religious Instruction**

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.

### **Arrangements made for contact**

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

Some of the children that live in Harwood House 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.

### **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 of staff undertaking wakeful duties.

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

Harwood House 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. If the children's care and support plans identify that their assessed need is to have specialist therapeutic techniques then we will use outside agencies to support the home, for example Child and Adolescent Mental Health (CAMHS.)

### **Policy on Behaviour Management/use of Physical Interventions**

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 Harwood House. 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 and will be reviewed after every staff team meeting.

Harwood House staff will involve all children in decision-making as far as possible using communication tools if necessary. 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 Harwood House sanction book.

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

- Withdrawal of food and drink.
- Restriction or refusal of visits.
- Requirement to wear inappropriate or distinctive clothing.
- The use, or withholding of medication or medical treatment.
- Confinement to a room or area within the home.

The use of Physical Intervention at Harwood House is limited to extreme circumstances and only used to prevent likely injury to the child / young person or others, or likely serious damage to property. In this case physical intervention will follow the Bridgend County Borough Council Policy and Guidance and be in accordance with a specially developed individual plan. The minimum force necessary will be used and all cases of Physical Intervention will be formally recorded. All staff are provided with appropriate training in the use of Team Teach and will not be actively involved in a physical intervention until they have completed this.

## **Safeguarding Children at Risk**

Staff members at Harwood House are provided with training in safeguarding children at risk. Harwood House has a clear flow chart 'Reporting a Child Protection Concern' advising staff of the processes to follow.

Bridgend has a Corporate Safeguarding Policy which is updated in line with changes to legislation and guidance. There is also practice guidance 'Safeguarding Children and Young People with Disabilities' to assist with staff's awareness in respects of the risks to children with disabilities.

Staff are made aware of their responsibilities to report children at risk and follow legislation and statutory guidance: Social Services and Well-being (Wales) Act 2014 and Working Together to Safeguarding People and the Children Act 1989.

Children/young people living at Harwood House may 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/young person may be experiencing abuse.

## **Anti-Bullying**

Harwood House recognises and affirms the right of all children and young people to live in an environment free from bullying and harassment. Harwood House aims to provide a culture that positively encourages acceptable behaviour and reduces or prevents the likelihood of bullying taking place.

Any risk assessments undertaken as part of the admissions process should highlight whether the child / young person may be a victim of perpetrator of bullying.

Care is taken to match groups of children/young people 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.

Staff are vigilant about all aspects of bullying and ultimately a young person's placement could be jeopardised and considered unsuitable if bullying behaviour persists. They are also aware that bullying may constitute a significant risk of harm and if so that safeguarding procedures should be followed.

## **Action to be taken in the event of an absence**

The children/young people who stay at Harwood House are restricted, for their safety and welfare to the house and garden area. 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/young people are supervised or monitored at all times. Deprivation of Liberty is considered for each individual young person bearing in mind their needs and any risks.

Should some impulsive behaviour result in a child/young person running away, and cannot be located, as a Corporate Parent, the Local Authority has a duty to safeguard

and promote the welfare of any child/young person, taking appropriate action as/when necessary. The following relevant people would be informed immediately:-

- Police.
- Parent/person with parental responsibility.
- Social worker/Emergency social worker out of hours.
- Care Inspectorate Wales.

The South Wales Police will respond immediately to any referral made by a statutory or voluntary agency that follows the policy and procedures. Harwood House follows the All Wales Missing Child Protocol.

The relevant documentation will be completed and copies are set sent to the Responsible Individual, one sent to the relevant senior manager within Children's Social Care at Bridgend County Borough Council and the other placed on the child/young person's personal file.

### **Language and communication needs**

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 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 Harwood House. We ensure the methods used to engage with and gain the views of individuals using the service are appropriate to their age, level of understanding and take into account any specific condition or communication need (in line with Regulation 76 of the Regulation and Inspection of Social Care Wales Act).

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

Due to the complex needs of the children/young people, Harwood House will identify their communication needs on admission and work with the children to develop their communication needs. Harwood House uses a range of communication tools to communicate with non-verbal children.

## **Section 4: Staffing Arrangements**

Ratios of staff: the children will be supported by at a minimum of 1 to 1 care, the ratio will be increased as specified in individual child's/young person's care and support plans. At night time there will be a minimum of two staff in residence, one undertaking sleep in duties and one waking night. Due to the children/young person needs they are supported 24 hours a day 7 days a week.

### **A) Numbers & Qualifications of Staff**

Staff at Harwood House either hold or are working towards the required qualification to practice within a regulated service and to register as a Residential Child Care Worker with Social Care Wales. These requirements are set out within the Social Care Wales Qualification Framework The qualifications detailed below are limited to those required, although many staff members hold other qualifications in addition.

#### **Staff Team:**

##### **One registered manager**

Level 5 Diploma in Leadership for Health and Social Care (Children and Young People)

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

##### **3 senior residential workers**

1 x Vacant Post

Level 3 Diploma in Health Social Care Services (Children Young People) Wales and Northern Ireland (or hold past NVQ equivalent detailed in the Framework) and Level 5 Diploma in Leadership for Health and Social Care (Children and Young People)

Level 3 Diploma in Health Social Care Services (Children Young People) Wales and Northern Ireland (or hold past NVQ equivalent detailed in the Framework) and Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's) Wales and Northern Ireland

## **6 Residential workers**

Qualified or working towards City and Guilds Level 2 Health and Social Care: Core plus City and Guilds Level 3 Health and Social Care: Practice (Children and Young People) or predecessor qualification accepted by Social Care Wales.

## **3 Night Care Workers (21 hours)**

Qualified or working towards City and Guilds Level 2 Health and Social Care: Core plus City and Guilds Level 3 Health and Social Care: Practice (Children and Young People) or predecessor qualification accepted by Social Care Wales

## **Casual Residential Care Workers**

Casual workers are engaged to cover staff sickness and leave.

These staff will be required to complete the Employer Assessment and work towards achieving City and Guilds Level 2 Health and Social Care: Core plus City and Guilds Level 3 Health and Social Care: Practice (Children and Young People) or predecessor qualification accepted by Social Care Wales.

## **Business Support Officer**

Relevant experience appropriate to the role.

## **b) Staff Levels**

The staffing structure is as follows:-

- Residential Manager x 37 hours (shared with Bakers Way)
- Three Senior Residential Workers x 32 hours
- Three Residential Workers x 28 hours
- Three Residential Workers x 24 hours
- Three Night Care Workers x 21 hours
- Casual Residential workers
- Business support officer (4 days per week shared with Bakers Way)

The manager works between Harwood House and Bakers Way throughout the week. In the manager's absence there are senior residential workers completing office hours and deputising in the manager's absence. All staff are aware that the manager, Group Manager and the Responsible Individual will be available by phone for support and can attend Harwood House if needed.

### **c) Specialist Staff**

There are no specialist staff employed at Harwood House, however the service has access to support from Heronsbridge School.

### **d) Deployment of staff at service**

All staff are deployed within Harwood House residential home.

Nine staff are deployed for the day shifts running on an am/pm rota.

One member of staff is deployed on a night shift. One member of staff will sleep in.

Casual staff are deployed within all areas of work days or nights to meet the children/young people's needs. The staff team work over a 3 week rotational rota.

All Staff have appropriate checks undertaken by Human resources.

### **e) Arrangements for delegated staff**

All Staff at Harwood House have to complete the All Wales Induction Framework and the BCBC's Corporate Induction to assist in them understanding their role and strengthen their competencies.

There are three senior residential workers in Harwood House and the rota has been designed, so there is a senior on every shift to make any decisions for the children/young people as the manager may not always be present. In the absence of a senior, staff are encouraged to make decisions with guidance from the residential manager.

The rota is planned in advance, this ensures that the children/young people are safe and their specialised care needs are provided. The rota is arranged on an AM/PM shift pattern making sure there are enough staff on to care for the children/young people on a 24/7 basis.

The manager works across two services, if they are not present in Harwood House then they can be contacted via email or phone to deal with any decision making.

If the residential manager is not in work then the staff are able to contact two other residential managers who work for Bridgend County Borough Council or contact the Group Manager or Responsible Individual for advice and guidance.

The Responsible Individual is made aware of any presenting issues that arise. The Responsible Individual attends quarterly visits to Harwood House and then feeds back reports for the residential manager.



## **f) Arrangements for Supervision, training and development of employees**

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.

Supervision has an essential role in the effective management of staff performance and practice and is a primary means by which staff are supported to evidence accountable practice.

Regular, planned and competent supervision is both a right and a requirement for all members of staff. The Social Services and Well-being Directorate has developed a Supervision Policy and Guidelines. Supervision usually takes place once every 4-6 weeks for most staff groups in line with the policy.

Staff participate in annual appraisals which provides them with the opportunity to review and discuss previous and current performance as well as their views and future development needs. There is an expectation that actions identified and agreed in appraisal are reviewed in supervision.

## **g) Staff Training**

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,

Staff have access to a programme of core training provided by Bridgend CBC which includes:

- Safeguarding Children at risk
- Paediatric First Aid
- Manual Handling passport
- Medication Awareness and Administration
- Team Teach
- Food Hygiene

- Communication for non-verbal children (PECS, Makaton, Sign-Along)

Other training is available provided by Bridgend CBC to meet identified development and service needs and may include, for example; Child Sexual Exploitation, Life Journey work, Attachment, Child Development. In addition staff access training related to caring for a child with a disability and on specific conditions for example autism. Health colleagues provide advice and guidance on managing specific conditions for example peg feeding.

Managers have access to a programme of training focusing on the development of leadership and management skills. The programme is co-ordinated on an annual basis, based on an analysis of training and development needs. Bridgend CBC is fostering a coaching and mentoring approach to management and this is a key focus of the programme.

## **Section 6: Facilities & Services**

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

Harwood House is a detached two floor listed building in the grounds of Heronsbridge school. The building has been extensively refurbished with extended, and the service opened in the summer of 2017. It offers safety and security within a comfortable and pleasant home-like environment.

Harwood House offers:

**Kitchen:** this room is well equipped with fridge/freezer and cooking facilities, dish washer, washing/tumble dryer machine. Children/young people are encouraged to assist with cooking meals dependent on age and ability which will be assessed by house manager using their individual living skills assessment.

**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.

### **a) Number of single and shared rooms**

**Three children/young people's bedrooms:** The bedrooms are well equipped with toughened furniture offering plenty of storage and a workspace area where

school/homework can be completed. Individually decorated suited to specific individual needs and allowing some choice

### **b) Number of rooms with en suite facilities**

Staff Bedroom: this room is for staff undertaking sleeping in duties and has an en suite for staff use, which has, toilet, sink and shower facilities.

### **c) Number of dining areas**

One Dining area in the sun room



### **d) Number of communal areas**

One Lounge: this is a communal room where children and young people have opportunities to engage with each other and form friendships, watch television/DVD's, sensory bubble tube and can be used when visitors call.



1 Dining/Sun room; this room is equipped with a table and 8 chairs, sofa, TV and music player 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, where arts/crafts and boards games can be used. Double patio doors with accessible access to patio/lawn garden area.

#### **e) Specialist bathing facilities**

Shower room: Equipped with a toilet, sink and walk in shower with alert alarm pull cord for use of children/young people and visitors.

Bathroom: is equipped with a shower, bath, sink and toilet with an alert alarm pull cord for the use of children and young people.

#### **f) Specialist equipment**

There is no specialist equipment within Harwood House.

#### **g) Access to outside space and facilities at this service**



#### **Garden Area:**

The garden perimeter is enclosed with a 6 foot fence, which has a double gate opening, which will be locked via padlock, next to this there is a single gate, which has a latch lock, which will not be padlocked due to fire regulations. The garden is mainly grass lawn with a paved patio area to the front of home, paved patio lawn is also at the rear of the property and has access by patio doors from the sun lounge/diner room. There is also a shed, outdoor electric sockets and a water tap.

#### **Parking:**

There is a designated parking area for the minibus and car parking spaces for Harwood House.

#### **h) Security arrangements in place and use of CCTV**

The home has installed an intruder alarm and an internal bedroom alert alarm, which will notify the waking night worker when a child/young person has exited their room.

Some of the external doors to the property have thumb locks fitted as per usual regulatory requirements but not all. Decisions are taken based on the vulnerability of the child / young person and any legal restrictions (DoLs). All staff will have the exit door keys on them at all times and this is recorded within the fire risk assessment.

Children/ young people are appropriately monitored by staff in line with providing a high 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.

#### 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. Staff access fire prevention e-learning.

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. The children/young people who are non-communicative have a PECS fire safety drill provided.

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 manager also carry out annual Safety Fire Risk assessments.

*Other agencies' services provided:-*

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

## **Section 7 Governance and Quality Assurance Arrangements**

### **Quality Assurance**

The Responsible Individual for the service reports directly to the Statutory Director of Social Services. The Responsible Individual 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.

The Responsible Individual will establish and maintain arrangements for monitoring, reviewing and, where necessary, improving the quality of care and support provided by the service. This will include a system for reviewing the quality of care and support at least every six months, resulting in the preparation of a report to the service provider, which will inform the statement of compliance and service provider's annual return.

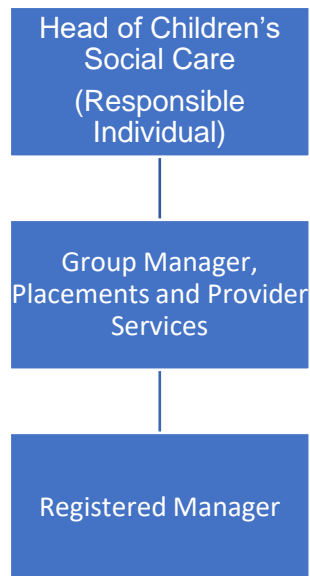
During the visit the Responsible individual will speak with the manager, other staff members, young people and their families and other visitors or professionals, as available and appropriate.

The Group Manager, Placements and Provider Services is responsible for the line management of the Registered Manager. The Group Manager, Placements and Provider Services, reports directly to the Responsible Individual.

Visits are also carried out on a monthly basis by a manager from within Children's Social Care. The manager 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 Responsible Individual.

## Management Structure



A 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](mailto: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](mailto: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 (CIW) directly to make a complaint. Please note CIW are unable to investigate complaints or resolve disagreements between people and their service providers, but, where the above complaints process has been exhausted, CIW may consider the issues and look at them during the inspection process.

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](mailto:ask@ombudsman-wales.org.uk)

### **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 manual of policies and procedures which can be accessed upon request and is continually revised and updated as required.

### **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 empowering 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/young persons who receive the service.

The service will annually send out quality assurance questionnaires to children/young people resident, parents/carers and social workers. On leaving the service there will be a leaving/exit interview/questionnaire completed. This will be in the child's/young persons preferred choice of language/communication.

### **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