



# STATEMENT OF PURPOSE

FOR

# BRYN TIRION HALL

# **CONTENTS**

- 1. Overview aims and objectives of Bryn Tirion Hall**
- 2. Type of Accommodation**
- 3. Ethos and Philosophy of Care**
- 4. Responsible body**
- 5. Governance**
- 6. Staffing, Qualifications and Supervision**
- 7. Admission Criteria and Policy**
- 8. Arrangements to Support the Therapeutic Needs of the Child**
- 9. Arrangements to Protect & Promote the Health of Children**
- 10. Arrangements for Education & Private Study**
- 11. Arrangements to Promote Hobbies, Recreational and Cultural Activities**
- 12. Arrangements for Children's Religious Instruction & Observance**
- 13. Arrangements for Consultation with the young people**
- 14. Arrangements for contact between a young person their parents/carers, relatives and friends**
- 15. Medication Administration**
- 16. Behaviour Support**
- 17. Complaints Procedure**
- 18. Reviews**
- 19. Communication**
- 20. Arrangements for young people who go missing**
- 21. Safeguarding Procedures**
- 22. Fire Procedures**

# **OVERALL AIMS AND OBJECTIVES OF THE HOME**

**1.1** Bryn Tirion Hall is an Independent Residential Care Home, which is part of the QEwC Ltd group. The Care Home Manager of the service is Marc Jones, who has worked within residential childcare since 2004 and the Responsible Individual is Natalie Fletcher, who has worked within residential childcare since 1999.

We aim to provide residential placements for up to fourteen young people, from the ages of 5 to 18 years who have experienced Adverse Childhood Experiences (ACE's) and display emotional and behavioural difficulties (EBD), social difficulties (SEMH), mental health problems, moderate learning difficulties (MLD) and young persons on the Autistic spectrum.

Bryn Tirion Hall seeks to provide an effective and supportive home, to ensure a safe and therapeutically nurturing environment where young people can develop, enabling them to deal with past and present difficulties. The ethos behind the home is to support young people in managing the difficulties within their past life and prepare them for their future life. It is our firm belief that all young people deserve the highest standard of care and education.

**1.2** The home admits young people countrywide. The young people usually have Statements of Special Educational Needs (Wales) or Educational Health Care Plans (England) that are related to their emotional, social, educational and behavioural difficulties. The staffing structure comprises of therapeutically trained Residential Care Practitioners and auxiliary staff who work within an agreed rota to meet the operational needs of the home. This is supported by a team of specifically recruited Therapeutic professionals. The home will provide tailored support, focused for each resident, ensuring that their personal plan is followed and outcomes achieved.

**1.3** The focus of care and support for the young people within the home is based around a culture of preparing individuals to manage previous trauma and experiences in order to prepare them for independent living and adulthood. The systems and programmes of support, fully endorse the ethos that the young people are at the centre of decision making about their lives, risk taking and choices in all aspects.

**1.4** The staffing structure within the home comprises of Residential Care Practitioners and Care Managers who work within an agreed rota to meet the operational needs of the home.

**1.5** At Bryn Tirion Hall, we operate family style accommodation across our units, where young people are encouraged to recognise their difficulties and improve their patterns of behaviour. The social development of the young people is encouraged by the provision of appropriate social and leisure activities, both within the home and the local community. Young people's rights are respected and safeguarded, and the responsibilities of parents and carers are recognised. The staff work in partnership with both young people, their parents/carers, placing authorities and therapeutic practitioners to ensure high standards of care and support.

The home also operates in line with systems that promote the independence of all young people in a timely manner and as appropriate. Those young people who are working towards their independence are monitored and supported through an independence progress assessment framework which allows the young person to have an active part in their development.

**1.6** We appreciate that each young person brings with them their own unique life experiences and potential historic trauma and as such we aim to provide each individual the opportunity to learn and grow through a tailored programme. We provide a safe and therapeutically nurturing environment based on thoughtful processes, supported throughout by dedicated teams of professionals and a strong culture of multi-disciplinary working.

**1.7** We have full access to therapeutic practitioners who work directly with the child and support the staff team in order to support the development and progression of young people. These support packages are created on an individual basis and in conjunction with the child's personal plan / placement plan and any objectives identified within. There is a holistic approach to our work with individuals and a tailored service is provided to suit identified needs.

## **TYPE OF ACCOMMODATION**

**2.1** Bryn Tirion Hall is a large, detached property set in a rural area on the outskirts of the village of Caergwrle. It is five miles from Mold and six and a half miles from Wrexham. In Caergwrle itself, there are the usual array of shops and amenities, including a train station with links to Wrexham and from there, to Chester. There is a medical centre, local primary and secondary schools and a local sports centre.

**2.2** The residential accommodation provides fourteen single bedrooms all with en-suite facilities spread over two floors.

**2.3** The accommodation consists of: -

### ***Ty Conwy***

- Five young people's bedrooms with en-suite shower and toilet, all single occupancy.
- One staff sleeping-in room with en-suite facilities.
- Kitchen/dining-room for domestic use, food preparation, cooking and eating.
- A comfortably appointed lounge / T.V. area for the general leisure use of the young people plus a conservatory which doubles as an additional play area / lounge.

### ***Ty Powys***

- Three young people's bedrooms with en-suite shower and toilet, all single occupancy.
- One staff sleeping-in room with en-suite facilities.
- A communal bathroom with bathtub for use by all young people.
- Separate kitchen / dining area which will facilitate independent living skills development.
- A comfortably appointed lounge / T.V. area for general leisure use of the young people

### ***Ty Gwynedd***

- Three young people's bedrooms with en-suite shower and toilet, all single occupancy.
- One staff sleeping-in room with en-suite facilities.

- A comfortably appointed lounge / T.V. area for general leisure use of the young people.
- Kitchenette attached to the lounge for the preparation of meals which will facilitate independent living skills development.

### ***Ty Clywd***

- Three young people's bedrooms with en-suite shower and toilet, all single occupancy.
- One staff office / sleeping-in room with en-suite facilities.
- Separate kitchen / dining area which will facilitate independent living skills development
- A comfortably appointed lounge / T.V. area for general leisure use of the young people
- Separate Laundry facilities

There are additional communal spaces that exist within the home. These include a play/games room which is versatile enough to be used for an array of activities/events and allows extra social space for the children to enjoy.

**2.4** Each young person has access to a key to their own bedroom, with a master set held by the staff. Young people are encouraged to personalise their bedroom and receive a budget for this annually. Young people have access to a lockable facility for the storage of personal belongings which may be kept in their bedroom. There are sensors on the bedroom doors to alert staff to any movement during the night and to ensure we safeguard all residents.

**2.5** The selection of accommodation for young people is determined according to the needs of the individuals. Consideration is given at point of referral (through our **New Referral Assessment Process**) to the most suitable house area to place a young person within. Additionally, there is a fluid approach to the on-going assessment of young people and their evolving needs and placement plans, which assist the home in recognising when change in accommodation is required (i.e. Moving to another area within the home to better suit their needs).

**2.6** Bryn Tirion Hall is heated, illuminated, decorated, furnished and maintained, to a high standard that is domestic in appearance and appropriate to the age of the young people accommodated. Televisions and games consoles are provided in each lounge, and young people are able to use any personal entertainment equipment throughout the home. The use of ICT, audio and visual material is monitored to ensure the safety and appropriateness of the content being accessed. A telephone is available for young people to use and contact with their family, friends, social worker and other legitimate contact is actively encouraged and supported as appropriate.

Also located on the site and within the main building is the Care Leadership Team offices.

### **2.7 Outside the home**

The home is set in its own extensive grounds and provides good space for outdoor play and activities; this is surrounded by perimeter barriers consisting of stone walls, hedges, fences and a

wooded area which is part of the property. There are designated play areas within the grounds where ball sports can be played, as well as an adventure play area, seating and a barbeque area for use in the summer months. The home has its own fleet of vehicles for the purpose of transporting young people to educational provisions and for off-site activities and home visits. Young people are encouraged to utilise public transport as part of supporting and developing their growth towards independence.

**2.8** The premises are to be used solely for providing care and education for young people in residence.

**2.9** Additionally, there is an on-site school which children from the organisational homes attend. This is based within the extensive grounds and established within portacabins.

## **ETHOS AND PHILOSOPHY OF CARE**

**3.1** The ethos and philosophy of care at Bryn Tirion Hall is underpinned by an Attachment and Trauma informed therapeutic practice and an understanding of the needs of young people who have encountered ACE's or display social, emotional and mental health issues. This is reinforced by a commitment to quality care.

**3.2** Our core beliefs and values are:

- Young people have a right to have their basic physical, social and emotional development provided for in a safe, supportive and caring environment. In order to develop, young people must be in receipt of the basic core conditions of safety, containment and attachment, provided by carers that support change through thoughtful processes.
- Each person has the right to feel important and valued and deserves to be treated with respect and dignity and in a way that is fair, consistent and just. Our work is underpinned by anti-discriminatory practice and an understanding of rights and confidentiality.
- The home takes positive steps to ensure that all staff and visitors to the home are kept safe. The home fully complies with current Health & Safety legislation in respect of maintaining standards.
- All behaviour has meaning and is a communication that should be respected as such. Young people need adults who can be thoughtful about their presented behaviours and promote a level of understanding together with a discussion of the impact their behaviour has on themselves and others, whilst working within an environment with clear boundaries and expectations.
- Young people have a right to be involved in decisions that affect their lives and to learn how to make appropriate choices.

- Young people have a right to disagree with others' opinions and decisions, to make complaints and to have their views listened to and be taken into account without fear of the reactions of others.
- Bryn Tirion Hall believes in the use of positive attitudes, praise, rewards, encouragement and modelling to promote good behaviour and social responsibility.
- Young people have a right to confidentiality of information. They must be confident that information about them is not shared with people who do not need the information and also that information will not be shared without their knowledge.
- Young people will be given the opportunity to assume greater responsibility regarding their life choices. They will be encouraged to actively assume accountability for their actions and be allowed to take measured risks to support their move towards independence. Each individual's stages of development will be approached in a tailored manner to reflect their own needs at that given time.
- A flexible staffing support mechanism will allow for an increase, or decrease, in assistance as dictated by the current needs of the individual.
- The overall intention is to allow young people to develop the necessary skills for a successful adult life. This is achieved within a caring and supportive environment, through a collective thoughtful process.

## **RESPONSIBLE BODY**

4.1 Bryn Tirion Hall is registered with the Care Inspectorate Wales (CIW) as a Care Home Service.

Bryn Tirion Hall is part of the portfolio of care services owned by 'Quality Education with Care Limited.' The organisation is a small company, who set out to establish an organisation whose sole ambition was to support the achievements and positive outcomes for young people.

Bryn Tirion Hall is the flagship Care Home for the organisation.

The home was re-registered under the new framework in September 2018 and received certification on **18<sup>th</sup> September 2018**.

A further variation application was granted on **11<sup>th</sup> March 2021** for an increase in residential numbers.

The further variation application for an increase in residential numbers was granted on **29<sup>th</sup> March 2022**.

Section 20(1) (a) of the **Regulation and Inspection of Social Care (Wales) Act 2016**.

### **Conditions of Registration**

- 1 Quality Education with Care Limited is registered to provide a Care Home Service at Bryn Tirion Hall.
- 2 A maximum of 14 individuals can be accommodated at this service.
- 3 The Responsible Individual for this service is Natalie Margaret Fletcher.

Bryn Tirion Hall is part of the portfolio of care services owned by 'Quality Education with Care Limited.'

The organisation is a small company, consisting of two directors who set out to establish an organisation whose sole ambition is to support the achievements and positive outcomes for young people.

The company directors have an understanding of youth work and derive from both an education and residential care background.

The two owners of the company are actively involved in the day to day running of the home and hold leading positions on the Care Leadership Team.

**The registered address of the company is: -**  
Bryn Tirion Hall,  
Mold Road  
Caergwrle  
Flintshire  
LL12 9HA

**The Responsible Individual for the service is: -**  
Natalie Fletcher

**The Care Home Manager for the service is: -**  
Marc Jones



## **4.2 Details of the Care Home Manager**

The Care Home Manager of Bryn Tirion Hall is Marc Jones.

Marc has worked within residential childcare since 2004 and has been part of the company staff team since 2020 in a managerial capacity.

Marc is registered as a care home manager with Social Care Wales.

## **4.3 Details of the Responsible Individual**

The Responsible Individual for Bryn Tirion Hall is Natalie Fletcher.

Natalie has worked within the childcare profession since 1999 and played an integral role in formulating Quality Education with Care Ltd in 2008. Natalie is a co-founder of the organisation and has extensive knowledge about the regulations, standards and expectations within the childcare sector. Natalie has transitioned through the organisation and vacated her post as Care Home Manager to QEWC's flagship children's home to work as Care Services Director in promoting relevant and quality services for the childcare sector.

Natalie holds the qualification of Level 4 NVQ in Health & Social Care (Children & Young People) and Level 4 NVQ in Leadership & Management for Care Services.

Natalie has thirty years' experience of working within the childcare profession and played an integral role in formulating Quality Education with Care Ltd in 2008.

Natalie is a company director and also holds the position of Care Services Director for the organisation and Registered Person for the organisational school.

Natalie was initially registered as the Responsible Individual for the home in August 2016. In September 2018, there was a further application to register the service under new legislation (Regulation and Inspection of Social Care (Wales) Act 2016). This was successfully determined and agreed with Care Inspectorate Wales.

# GOVERNANCE

5.1 The governance of the service adheres to the new regulatory requirements imposed on the provider. As a result, systems have been designed to establish a robust process to ensure that there is scrutiny and accountability in all aspects of the service's operation.

The Service Provider has taken account of and ensures it has:

- Set clear **organisational vision and intent** by outlining the service profile and the actions the organisation will undertake to achieve this in the statement of purpose.
- Put in place and keep under review, the underpinning **policies and procedures** to support the service, managers and staff to achieve the aims.
- Establish sound **management structures** to oversee and monitor in order to ensure that it operates safely and effectively for the individuals in receipt of care.
- Establish clear arrangements for an ongoing cycle of **quality assurance and review** to provide assurance that the company operates in line with statutory requirements, statement of purpose and is supporting individuals to achieve their personal outcomes. The information obtained through monitoring is used for continued development and improvement of the service.
- Maintain oversight of **financial arrangements** and investment in the business to ensure financial sustainability and protect the service from risk of financial pressures.
- **Promote and review the culture** of the organisation through openness, honesty and candour at all levels.

## 5.2 Board Governance

The board of directors is responsible to provide a sound base for transparent review and monitoring of the service.

The process of scrutiny is completed via a periodic review of systems and through a variety of methods to obtaining information.

1 Consultation with stakeholders

2 Analysis of documentation

3 Review of practice / operations

4 Review of information through established audit systems & Monitoring tools

The directors will discuss the outcomes of any scrutiny reviews and ensure that measures are in place to use the information gathered to improve and develop the service.

This information is shared with all board members and appropriate actions determined as required. The Responsible Individual for the service is advised of the outcome of any matter relating to the care homes.

The Finance Director is advised of any financial matters that need attending too. Appropriate action is taken accordingly.

The responsibility for overarching accountability for the home rests with the Responsible Individual and is in accordance with legislative requirements set out in the Regulation and Inspection of Social Care (Wales) Act 2016, Social Services and Well-being (Wales)

### **5.3 The Responsible Individual will:**

Ensure systems are in place to record and report on quality of care and support within the home. This will be in accordance with legislative requirements. This consists of monitoring and reviewing all processes to capture information, and ensure quality sustainability, assurance and development. This is achieved via the following methods:

- **Monthly Quality and Assurance Audit** – This information is collated and ensures a review of all aspects of the service.
- **Quarterly Quality and Assurance Visit** – Responsible Individual will visit the service periodically (in accordance with Regulation 73), meeting with staff and young people, review systems and procedures and report on findings.
- **Compilation of the Quality-of-Care Review (Regulation 80)** will be determined from the information gathered during the Monthly and Quarterly Assurance visits as well as including additional supporting information. The findings and any recommendations will be shared with the Service Provider / Board of Directors for approval and action.
- **Statement of Compliance for Standards of Care & Support** (Regulation 81) to be submitted to the regulatory body each year.

### **5.4 Details of Head of Education (Residential School)**

The Head of Education for the residential school, Ysgol Tan y Gaer is Gavin Cass. Gavin has over 25 years of working within the education sector and over 10 years of working within a Headship position. Additional to this Gavin, has worked with Local Authorities within an advisory capacity to education provisions. Gavin is registered with EWC.

The Registered Person for Ysgol Tan y Gaer is Natalie Fletcher.

## **STAFFING, QUALIFICATIONS AND SUPERVISION**

**6.1** Staff at the home are experienced and skilled in working with young people. They are able to offer therapeutic care, guidance and advice based on thoughtful processes whilst supporting structure, consistency and clear boundaries. All staff seek to create a safe and therapeutically nurturing environment that allows young people to come to terms with their challenges and promotes positive development. This in turn will allow them to make full use of the educational resources available to them. We deliver a high quality of service where staff work towards the fulfilment of Bryn Tirion Hall's Statement of Purpose.

**6.2** A comprehensive system is in place to provide support and formal supervision from management to all grades of staff on a regular basis and annually each staff member is fully appraised. This offers opportunities to assess work performance and set development targets as well as identify any training that may be required or desired.

**6.3** Bryn Tirion Hall complies with Social Care Wales guidance in relation to the recognised and accepted qualification for workers within residential Care home in Wales e.g.: Diploma level 2&3 in HSC Children and Young People / QCF – HSC level 3 - working with Children and Young People or most recent qualifications are Core Level 2 and Practice Level 3 CYP. All staff that hold a senior level post are required to undertake relevant qualifications accordingly e.g. Level 5 Advanced Practice, Level 4 Professional Practice in Health and Social Care or Level 4 Preparing for Leadership and Management in Health and Social Care.

**6.4** Staff will have access to all appropriate courses available to ensure that they are in line with current developments, practice and theory. All new staff are required to undertake an in-house induction process as well as the Social Care Wales Induction Framework within six months of appointment. On completion of which they must register with Social Care Wales. Following successful completion and registration, staff are then required to undertake and complete the relevant vocational qualification within two years of appointment.

### **6.5 Staffing Structure of the Home**

- Care Home Manager – oversees the running of the service, care practice and promotes development.
- Assistant Managers x 2 - Assist the Care Home Manager in the running of the home.
- Quality Assurance Manager 0.4 – Supports the internal quality assurance of the homes across the service.
- Training & Development Manager x 1 – Responsibility for the development and training of staff within the organisation.
- Three staff teams each consisting of a Team Leader, Deputy Team Leader, Senior Leaders and Residential Care Practitioners
- Designated Keyworkers who are pivotal in overseeing the day-to-day facilitation of the personal plan for the individual

- Therapy Team – The home has therapists who conduct the work with the children and support the staff team. They are based at offsite offices where young people are taken to partake in sessions of support.

In addition, the home is supported by the company's administration staff who support on administration, finance and HR.

**6.6** Our young people are staffed according to their personal plan and risk assessments and in line with the ethos of the home. Should a young person require additional care/support, this will be discussed and agreed at the placement meeting and measures implemented accordingly.

**6.7** Some of the residential children attend our organisational school (Ysgol Tan-Y-Gaer) which supports their education needs. This school is registered with ESTYN and is based at Bryn Tirion Hall site in Caergwrle. Other residents attend local schools (mainstream / specialist provision / college).

Where there is a need for additional learning / tuition, provision is identified and coordinated by the education team.

## **6.8 Staffing Policy for the Home**

The homes intention is to have a therapeutically trained staff team that are able to meet the needs of the individuals accommodated at the service. During waking hours, staffing is set proportionate to the personal plans of the children. Efforts are made to ensure the staff on duty represent a range of experience, gender balance and qualifications. All members of the support staff are at least 20 years old.

**6.9** Night-time supervision between 11:00pm and 8.00am consists of 4 members of staff sleeping in on each separate house area, one of whom is of a senior level post, and a Team Leader or member of the Care Leadership Team being an additional on-call element. Where the need arises, waking night staff may be used.

**6.10** Where short-term or unplanned gaps in rota occur due to training, sickness, or staff holiday, our full-time staff team are expected to provide cover in the first instance. The home also has a facility to utilise the resources of 'bank staff' as required. These individuals are employed by the company on a 'zero hours contract' and complete the same comprehensive training programme that full time staff complete prior to being allocated shifts. These staff also receive supervision in accordance with the homes policy. The details of 'bank staff' is held within the staffing section (*5.21 – staff name and qualification appendix*) of this document.

## **6.11 Supervision, Training and Development Arrangements for the Staff Team**

As part of our commitment to promote the interests of our service users and carers we will fully enforce the Social Care Wales Code of Practice for employers of social care workers. These standards require Bryn Tirion Hall to:

- Make sure people are suitable to enter the workforce and understand their roles and responsibilities.
- Have written policies and procedures in place to enable social care workers to meet the Social Care Wales Code of Practice for Social Care Workers.

- Provide training and development opportunities to enable social care workers to strengthen and develop their skills and knowledge.
- Put in place and implement written policies and procedures to deal with dangerous, discriminatory or exploitative behaviour and practice; and
- Promote the Social Care Wales's codes of practice to social care workers, service users and carers and co-operate with the proceedings.

### **Social care workers on their part are expected to:**

- Protect the rights and promote the interests of service users and carers.
- Strive to establish and maintain the trust and confidence of service users and carers.
- Promote the independence of service users while protecting them as far as possible from danger or harm.
- Respect the rights of service users whilst seeking to ensure that their behaviour does not harm themselves or other people.
- Uphold public trust and confidence in social care services; and
- Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.

## **6.12 Supervision and Appraisal**

Supervision is a vital part of supporting, managing and developing the staff team. It is a statutory requirement of employment at Bryn Tirion Hall that staff both receive and take part in the supervision process. Designated members of the senior care management team provide supervision. Supervision is provided to new staff on a monthly basis for the first six months. After this period, formal supervision is every six to eight weeks, additional supervision's can be requested by staff at any time. Supervision sessions are recorded, and staff are required to read and sign their notes, which are then placed on the staff member's file. If there are any disagreements these are recorded.

**6.13** All new staff undertake a comprehensive induction programme that is subject to a review on completion of their probationary period. All staff will be involved in Performance Appraisals with a member of the senior management team every twelve months. This process forms an evaluation and monitoring of progress and sets personal work targets and actions for the coming year.

## **6.14 Training**

It is the aim of the organisation to ensure that all staff training is comprehensive enough to meet the ethos of the home and individual needs of each young person within the home. Any identified training needs specific to the young people will be identified and agreed at placement planning meetings and subsequent statutory reviews. The home will have a planned and comprehensive annual framework of training, of paid development sessions. This will be delivered to the entire staff team and will identify specific training needs for both the home and

young people who reside there. The organisation is committed to providing a diverse range of relevant training at a high standard and attendance by staff is compulsory. In accordance with the organisations staff training policy. The company has an appointed individual who is charged with staff development and training. They centralise the needs of the staff team and create a robust and appropriate training programme to ensure effective education of the team. This Training & Development Manager post is filled by Roger Chadwick who has twenty-three years of working within the residential care sector in both England and Wales and was formerly the Care Home Manager of the home. Roger also delivers on the external training offer for behaviour support.

**6.15** Physical intervention techniques are part of the course content but only to be used when all other de-escalation techniques have failed. Refresher courses are carried out on an annual basis to ensure good work practice is upheld.

**6.16** It is a requirement of all staff that they attend all training relevant to their post. Training needs will be discussed, agreed and monitored through the forum of supervision and appraisal systems. These are recorded in a Personal Development Plan, which is part of the Performance Appraisal system. Staff team meetings occur monthly, and all staff are required to attend. Staff meetings include discussion of the current work being carried out at Bryn Tirion Hall, together with a general review of current practice. Meetings have an agenda and are recorded.

### **6.17 Development**

Staff development is seen as part of an ongoing process that includes:

- Training, supervision and appraisal.
- Team meetings and support sessions.
- Key working and joint working with colleagues within the team & agencies
- Statutory review meetings.
- Support from the homes therapeutic team
- Extra duties and responsibilities, which are delegated to staff as they become more skilled and competent within the team.

### **6.18 Staff files**

In line with current legislation, Corporate Policy and the Regulation and Inspection of Social Care (Wales) Act 2016 and The Regulated Service (Wales) Regulations 2017 all staff at Bryn Tirion Hall have a personal development file. This includes the following information:

- Personal information such as home phone number and address.
- Job description and contract.
- Supervision notes including supervision contract.
- Performance Appraisal and Performance Improvement Plan.
- Record of qualifications and training certificates.
- Record of DBS check and evidence of driver documents, licence, insurance etc.

- Minimum of two references
- Passport photo
- Occupational health / medical questionnaire
- Correspondence – Letters of appointment and promotion etc.

### 6.19 Staff Selection

Staff selected for interview at Bryn Tirion Hall will all be subject to the effective system of appointment to the home. This will include having an enhanced Disclosure Barring Service (DBS) check. This is in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and The Regulated Service (Wales) Regulations 2017. Staff are then encouraged to sign up to the Portable DBS service.

### 6.20 Staff Conduct

All staff are required to function as responsible role models for the young people in residence and relate to young people and colleagues in an appropriate manner at all times. Bryn Tirion Hall has the expectation that staff will conduct themselves in a manner that is fitting for their role at all times, both in and out of work.

### 6.21 Staff Names and Qualifications Appendix

Name	Job Title	Qualifications
Jasmin Andrews	Residential Care Practitioner	<b>New Inductee (Probationary period)</b>
Sonia Andrews	Residential Care Practitioner	<b>New Inductee (Probationary period)</b>
Callum Bates	Senior Lead Residential Care Practitioner / Keyworker	City & Guilds Level 2 <b>Working Towards</b> – Level 3 Health & Social Care Core
Allan Bathers	Residential Care Practitioner	Level 3 Diploma in Health & Social Care (CYP)
Jordan Billington	Team Leader	Level 3 Diploma in Health & Social Care (CYP)
Roger Chadwick	Training & Development Manager	Level 3 NVQ in Health & Social Care (CYP) Level 4 NVQ in Leadership & Management for Care Services Level 4 NVQ in Health & Social Care (CYP)
Michael Davies	Team Leader	Level 3 Diploma in Health & Social Care (CYP) Level 5 Diploma in Leadership for Health & Social Care Services (CYP Advanced Practice)
Seren Davies	Residential Care Practitioner	<b>Awaiting Enrolment</b>
Jennifer Dodd	Residential Care Practitioner/ Keyworker	<b>Awaiting Enrolment</b>



Rachel Duffy	Residential Care Practitioner	<b>New Inductee (Probationary period)</b>
Jaspal Duhra	Residential Care Practitioner	<b>New Inductee (Probationary period)</b>
Kelly Dyer-Roberts	Residential Care Practitioner	<b>New Inductee (Probationary period)</b>
Ashley Edwards	Residential Care Practitioner / Keyworker	City & Guilds Level 2 <b>Working Towards</b> – Level 3 Health & Social Care Core
Sarah Elder	Residential Care Practitioner	City & Guilds Level 2 <b>Working Towards</b> – Level 3 Health & Social Care Core
Katy Evans	Deputy Team Leader	Level 3 NVQ in Health & Social Care (CYP) Working towards Level 4 & 5
Lynette Evans	Residential Care Practitioner	<b>New Inductee (Probationary period)</b>
Alison Fielding	Residential Care Practitioner / Keyworker	City & Guilds Level 2 <b>Working Towards</b> – Level 3 Health & Social Care Core
Rhiain Greason	Residential Care Practitioner	<b>New Inductee (Probationary period)</b>
Gillian Griffiths	Residential Care Practitioner	City & Guilds Level 2 Level 3 Diploma in Health & Social Care (CYP)
Oliver Griffiths	Residential Care Practitioner	<b>Awaiting Enrolment</b>
Mark Gunning	Residential Care Practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Hannah Harding	Residential Care Practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core – <b>On hold as currently on maternity leave.</b>
Samantha Harrison-Sutton	Residential Care Practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Tom Hewitt	Residential Care Practitioner	<b>Awaiting Enrolment</b>
Ceri Humphreys	Deputy Team Leader	Level 3 Diploma in Health & Social Care (CYP)
Carys Jenkins	Residential Care Practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Marc Jones	Care Home Manager	Level 3 NVQ Social Care (CYP) Level 3 award ILM – First Line Management Level 3 NVQ in Management Level 5 Diploma in Leadership for Health & Social Care Services (CYP Residential Management)
Nia Jones	Residential Care Practitioner	<b>New Inductee (Probationary period)</b>
Rebecca Jones	Senior Lead Residential Care Practitioner / Keyworker	City & Guilds Level 2 <b>Working Towards</b> – Level 3 Health & Social Care Core

Delyth Jones	Senior Lead Residential Care Practitioner	<b>Awaiting Enrolment</b>
William Leonard	Team Leader	Level 3 Health & Social Care Core Working towards level 4/5
Anne Marie Lewis	Residential Care Practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Chad Malcolm	Residential Care Practitioner	<b>Awaiting Enrolment – due to start Sept 2025</b>
Ryan McLeod	Residential Care Practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Danielle Mercer	Residential Care Practitioner/ Keyworker	<b>Working Towards</b> (not yet enrolled)– City & Guilds Level 2. Level 3 Health & Social Care Core
Lewis Mills	Residential Care Practitioner	<b>New Inductee (Probationary period)</b>
Samantha Morrllle	Residential Care Practitioner	<b>Due to go on MAT in October</b>
Robert Newcombe	Quality assurance Manager - Care	Level 3 Diploma in Health & Social Care (CYP) Level 5 Diploma in Leadership for Health & Social Care Services (CYP Advanced Practice) Level 5 Diploma in Leadership for Health and Social Care (Children and Young People, Residential Management).
Kat Parkes	Residential Care Practitioner	<b>Awaiting Enrolment</b>
Eleri Pemberton	Senior Lead Residential Care Practitioner / Keyworker	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Tanya Purdy	Administration Support Officer	Level 3 Diploma in Health & Social Care (CYP) Business administration level 2
Alice Purslow	Senior Lead Residential Care Practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Nicola Prest	Residential Care Practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Louise Doyle	Residential Care Practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Katie Rawlinson	Residential Care Practitioner	<b>New Inductee (Probationary period)</b>
Natalie Roberts	Residential Care Practitioner	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core – <b>On hold as currently on maternity leave.</b>
Caitlin Roberts	Residential Care Practitioner	<b>Awaiting Enrolment</b>
Elizabeth Robinson	Residential Care Practitioner	City & Guilds Level 2 <b>Working Towards</b> – Level 3 Health & Social Care Core
Lindsey Rodenhurst	Senior Lead Residential Care Practitioner	Level 3 Health & Social Care Core

Asia Sheady-Jones	Residential Care Practitioner/Keyworker	City & Guilds Level 2 <b>Working Towards</b> – Level 3 Health & Social Care Core
Jessica Smith	Residential Care Practitioner 0 hour	City & Guilds Level 2 <b>Working Towards</b> –Level 3 Health & Social Care Core
Anna Sullivan	Assistant Manager	Level 3 Diploma in Health & Social Care (CYP) Level 5 Diploma in Leadership for Health & Social Care Services (CYP Advanced Practice)
Ruth Taylor	Deputy Team leader	Level 3 Diploma in Health & Social Care (CYP) Working towards level 4
Rachael Thomas	Senior Lead Residential Care Practitioner / Keyworker	Level 3 Diploma in Health & Social Care (CYP)
Jennifer Wilde	Residential Care Practitioner / Keyworker	<b>Working Towards</b> – City & Guilds Level 2. Level 3 Health & Social Care Core
Carolyn Wilks	Senior Lead Residential Care Practitioner / Keyworker	Level 3 Health & Social Care Core
Ceirion (Liam) Williams	Senior Lead Residential Care Practitioner / Keyworker	City & Guilds Level 2 <b>Working Towards</b> – Level 3 Health & Social Care Core
Elizabeth Williams	Assistant Manager	NVQ Level 3 Health and Social Care (CYP) NVQ Level 3 Management ILM Management Level 5 Diploma in Leadership for Health & Social Care Services (CYP Advanced Practice)
Steph Williams	Senior Lead Residential Care Practitioner	City & Guilds Level 2 <b>Working Towards</b> –. Level 3 Health & Social Care Core
Tara Worbey	Senior Lead Residential Care Practitioner	City & Guilds Level 2 <b>Working Towards</b> –Level 3 Health & Social Care Core
Brandon Wolf	Residential Care Practitioner	City & Guilds Level 2 <b>Working Towards</b> –Level 3 Health & Social Care Core
<b>Therapy Team</b>		
Sarah Sankey	Psychotherapist	Clinical Counselling MA (mBACP)
Daniel Hill	Psychotherapist	Clinical Counselling MA (mBACP)
Stefan Nowosielski	Psychotherapist	CPCAB Certificate working with Children & Young People – Level 5 Therapeutic Counselling – Diploma level 4

## **ADMISSION CRITERIA AND POLICY**

**7.1** Bryn Tirion Hall is primarily concerned with accepting young people between the ages of 5 to 18 years of age who have experienced attachment difficulties and trauma, alongside ACE's and social, emotional and mental health difficulties. This may also frequently encompass a

number of diagnosed or possibly undiagnosed developmental disorders or special educational needs including ADHD, Dyslexia, Dyspraxia, Dyscalculia, Language Difficulties, Opposition Defiant Disorder (ODD), Conduct Disorder (CD), Pathological Demand Avoidance (PDA) and Attachment Disorder (AD). We will therefore always consider a young person with other associated learning difficulties who for a number of reasons may benefit from the care and education we offer, together with any other needs that are the concern of parents/carers and the placing authority. The intention of the home is to provide effective care and support to young people in preparation for the next stage of their life. This may be a view to transitioning the young person back into the family home, foster care or alternative residential placements as depicted in their personal plan. Admissions to the home may also include a planned programme of transfer from Ty Felin, where the young people would have spent some time living in residence. We are unable to offer accommodation to young people who have significant physical disability or those requiring significant intimate personal care.

**7.2** Our comprehensive referral procedure requires a detailed history of the young person, identifying the specific needs of the residential placement. There is a review of the placement held within the first seven-days (regulation 18 – Providers Assessment), in which a review of the information and personal plan is undertaken with relevant parties. Further to this, we have a twelve-week assessment that is undertaken following any new admission to the organisation, within the forum of a panel meeting with all relevant and interested parties represented. A further planning review will then take place to make longer term, on-going decisions as to whether the placement is suitable. If it is agreed at this review that the young person's needs are being met within the provision, then the placement is confirmed. The Care Leadership Team will make the final decision to offer a place.

**7.3** We will consider emergency placements on occasions and when in receipt of appropriate information, with the agreement to meet within a maximum of seventy-two hours of admission. All admissions are considered in relation to the composition and needs of the young people resident at the time.

**7.4** The home admits young people and makes the decision on which house unit to place the individuals onto, based on the referral information received and the successful completion of the impact assessment. The criteria matching is an essential element to ensuring that young people's needs are met coming into the provision and for the on-going support of existing residents. The home has no restrictions in regards the mix of gender or age when considering placement.

**7.5** Each child is viewed as an individual and following completion of the assessment into the home, all aspects of their personal plan are reviewed to ensure a bespoke individual care plan is in place moving forward.

## **ARRANGEMENTS TO PROVIDE THERAPEUTIC SUPPORT**

**8.1** Bryn Tirion Hall supports the needs of young people who need assessment and/or therapeutic intervention. The home has a dedicated therapeutic team who are an

integral part of the Team Around the Child (TAC) and ensure that the young person's needs are met through appropriate assessment and intervention. This includes direct one to one work with the young person; providing training to the staff team; and offering regular supervision, advice and guidance as part of a systemic approach to therapeutic support.

- 8.2** Therapeutic plans will draw upon different therapeutic approaches and models of therapy and counselling, which can then be implemented into a young person's individual support plan for themselves and staff working around them to be familiar and work in accordance with. Therapeutic plans will draw from the outcomes of psychometric assessments and clinical formulations as completed within the assessment stage. The psychometrics will be reviewed at an average of six-monthly intervals to assess the level of progress, or requirement for change to their therapeutic and individual support plan.
- 8.3** Our Ethical Framework for working therapeutically with children and young people is inspired by:
- The British Psychological Society (BPS) code of ethics and conduct
  - The Health Care and Professions Council (HCPC) standards of conduct, performance and ethics
  - The British Association for Counselling and Psychotherapy (BACP) ethical framework for the counselling professions.
  - The United Kingdom Council for Psychotherapy (UKCP) code of ethics and professional practice.
- 8.4** Therapists are expected to adhere to the standards of conduct and ethics of the professional body their respective qualifications are bound by. Misconduct outside of these standards will result in disciplinary action. As part of their adherence to the ethical frameworks, therapists must ensure their work remains within their scope of practice. Scope of practice is the limit of the therapist's knowledge, skills and experience. The therapist is required to attend regular clinical supervision, which aims to support learning and develop competency related to a specific clinical task. Each therapist has monthly one-to-one and monthly group supervision sessions with a HCPC Registered Psychologist. Clinical supervision will support the therapist in remaining within their scope of practice, but also to help the therapist reflect on their practice, which plays a key part in professional development and service improvement.
- 8.5** Confidentiality must be respected within the therapeutic relationship. Information discussed within a one-to-one session between a young person and their designated therapist should be kept within the confines of that session and extend to those with an immediate need to know basis; except where a young person discloses something which places them or others at risk. This is known as limits to confidentiality. Young people should never feel compelled to discuss these details with anyone else, but they may wish to talk about it with someone else themselves. Therapists may discuss certain aspects of sessions with other professionals directly involved in the care of the young person in the interest of developing a therapeutic plan or acknowledging a safeguarding risk. Therapists will keep notes of their own one-to-one sessions which will be encrypted on the network and in adherence to Data Protection Legislation.
- 8.6** The therapy team is named C.H.A.T.S (Children's Helpful and Therapeutic Service). This title is designed to provide a clearer understanding of what we offer, which is a child

focused helpful and therapeutic service. Each team member brings unique perspectives, therapeutic interventions, and specialised skills to ensure a comprehensive and holistic approach to care.:

**8.7** The therapy room is named Ty Golau (The Light House). This is located within offices away from the home. This space is a safe, warm and inviting room where CYP can feel comfortable, engage in conversation, be creative with the arts and music, play games and relax with adults they trust. When a new resident arrives, they will be invited to meet the C.H.A.T.S Team and receive a welcome gift.

**8.8** This collaborative, flexible, and child-focused approach underscores our dedication to creating a positive, supportive, and impactful therapeutic experience.

The CHATS Team works in close partnership with the school to ensure a cohesive and well-informed approach to supporting each child's unique needs. Our collaboration is designed to integrate therapeutic expertise with educational practices, fostering an environment that prioritises the child's well-being and development.

Key aspects of our collaboration include:

- **Sharing Resources and Interventions:** Providing tailored therapeutic interventions and sharing resources with school staff to address the individual needs of children effectively.
- **Clinical Assessments:** Conducting age-appropriate clinical assessments to build an evidence-based understanding of the child's experiences. These assessments inform the development of therapeutic approaches that best suit the child's ongoing needs.
- **Participation in TAC Meetings:** Attending monthly 'Team Around the Child' (TAC) meetings to ensure all stakeholders have a shared understanding of the child's circumstances. These meetings facilitate transparent communication and cohesive planning across the educational and therapeutic teams.
- **Support for the Wider Team:** Offering ongoing guidance and expertise to school staff, ensuring they are equipped to understand and respond effectively to the child's needs in their daily interactions.
- **Psychoeducational Training:** Delivering scheduled training sessions for school staff to enhance their skills, awareness, and understanding. These sessions empower the wider team to provide informed and compassionate support to children in their care.

By maintaining strong collaborative working practices, the Chats Team fosters a holistic and unified approach that supports the child's present and future well-being, both academically and therapeutically.

**8.9** Young persons' will be allocated a therapist with whom they can be offered opportunities for one-to-one sessions to take place. These sessions will be allocated on a weekly basis with a regular timetabled 50–60-minute slot which best ensures the young person and therapist can attend as regularly as possible. If there are difficulties with arranged time slots being attended, these can be discussed further with the young person and the Team Around the Child (TAC) to look at alternative times across the week.

**8.10** The format of these sessions can be flexible for the needs of the young person and how they will benefit most. Sessions are primarily placed within the therapeutic suite in

Cambrian House but can take place in a range of locations depending on the need of each young person. As well as encouraging the use of talking therapies, sessions will also use play therapy and draw on a range of resources to help young people be expressive. This will include the use of painting / drawing, movies, stories, music, drama / role play, sand play, clay, puppets, craft materials.

- 8.11** All care staff within the home receive comprehensive training on how to provide 24-hour therapeutic support. This training will be delivered by the therapeutic team and focuses on working therapeutically, creatively and compassionately with young people who may struggle with emotional regulation and have experienced traumatic histories.
- 8.12** The team will work in a holistic manner and review the needs of each individual young person to ensure that appropriate and relevant additional training packages can be identified and a commitment from the organisation to ensure that staff are trained effectively to respond to the presenting and diverse needs at any given time.
- 8.13** Residential staff will receive on-going support and communication from the therapy team, including information on therapeutic practices, empathic understanding towards behaviours, guidance on reflective practise, and support for helping guide young people towards their individual goals.
- 8.14** To ensure that outcomes of development and progress is measured, we will carry out intermittent assessments to identify patterns and developmental progress for the young person. There will be an initial Baseline Assessment completed once a young person is placed, which will form their plan of therapeutic intervention. The young person will be assessed at six-monthly intervals to determine any progress or requirements for change and/or adaptations to their therapy. These assessments will be carried out by the therapist with support of the wider TAC and will identify further strategies for successfully working with the young person. All identified strategies and desirable outcomes will be detailed within the individual support plan to ensure that the entire staff team are working in a child-focused and informed manner.

## **ARRANGEMENTS TO PROTECT AND PROMOTE THE HEALTH OF CHILDREN**



**9.1** The prime responsibility for the good health of young people lies with our Care Home Manager, the young person's keyworker and the residential staff acting as good parents. Staff at Bryn Tirion Hall aim to share this responsibility with the young person. Information on healthy living forms a key part of the daily routines. This is supported by the general culture of Bryn Tirion Hall which emphasises and promotes involvement in sports and outdoor leisure pursuits.

**9.2** As part of the admission process and before any placement is finalised, it is our expectation that we will be provided with a **comprehensive medical history and any medical requirements including a list of any medication currently prescribed**. This information is kept on file and is recorded in the personal plan. Additionally, a written health plan is held on the young person's case files, within the home.

**9.3** The young person will be provided with verbal and written guidance and support in relation to issues such as substance misuse, smoking, sex education, sexual health and self-protection. Young people are not allowed to smoke. Use of alcohol, drugs (unless prescribed by a medical practitioner) or solvents is also prohibited.

**9.4** On admission to Bryn Tirion Hall, the young person is registered with the local General Practitioner. Appointments are made to test the young person's eyesight, and an appointment is made with a dentist to assess the young person's dental requirements. Subject to age and understanding, the young person may choose whether or not they are accompanied by a member of staff when being seen by a doctor, nurse or dentist.

**9.5** All young people will be subject to an annual medical examination as part of the "Looked after Children" System. This is carried out by the LAC nurse who visits the home regularly and supports Bryn Tirion Hall staff in managing the health needs of the young people.

**9.6** Support will be given to enable the young person to access other community medical or therapeutic services such as speech therapy, physiotherapy, or mental health services as required, including supporting the needs of young people from minority, ethnic and cultural groups. When a young person is ill, basic care will be provided within Bryn Tirion Hall. If for any reason nursing care is required then this will be provided after consultation between the placing authority, Bryn Tirion Hall, the medical practitioner, community nurse and local hospital and in consultation with the young person.

## **ARRANGEMENTS FOR EDUCATION AND PRIVATE STUDY**

**10.1** At the home site, we have an organisational school, Ysgol Tan-y Gaer.

This school is registered with ESTYN for 20 pupils, all of whom reside at QEWc care homes. Registration was achieved on 9th February 2024. The Head of Education for Tan-y-Gaer has responsibility for the operations and academic attainment and development of pupils. Our education provision aligns with the Welsh Government's guidance, ensuring that we meet regulatory requirements and uphold the highest standards of care and education for young people.

**10.2** Ysgol Tan-y-Gaer is dedicated to providing a nurturing and supportive educational environment for young people in our care. Our education provision is designed to meet the diverse needs of our students, ensuring their holistic development and well-being.

**10.3** Ysgol Tan y Gaer is a unique setting dedicated to fostering growth and empowerment among children and young people. We firmly believe that every individual, regardless of their circumstances, deserves an extraordinary education.

Our core mission is to equip young minds with the necessary skills to embrace learning and have a life filled with purpose. At Tan y Gaer we offer our children the opportunity to start again and to commence a new journey. Our curriculum reflects a wealth of enriching subjects that will engage children and young people, offering a wide range of skills that may ignite a spark of interest that could lead to a new passion and open career options.

We aim to re-write the negative aspects of previous school experience, by offering a safe and secure environment to reignite a passion for learning and a drive to succeed. Our children and young people will be supported academically to bridge gaps in their knowledge. We are a setting where the academic and therapeutic approach are inextricably linked, and Health and Wellbeing is the bedrock of our curriculum. Staff explore what works best for every young person so we can offer a bespoke and flexible timetable for all. We believe that everyone wants to succeed; we will give them the space, time and guidance they will need to do so.

**10.4** Mission Statement: Our mission, is to ensure that every young person can lead a life worth living by providing transformative experiences, where everyone has the opportunity to ***'Belong, Learn and Grow.'***

We take a holistic approach to our work with children and focus on the overall development of our students, emphasising academic achievement, personal growth and emotional well-being. We adopt an Individualised Support approach, recognising the unique needs of each student, we tailor our educational programs to provide personalised learning experiences that foster growth and resilience.

**10.5** We offer a variety of enrichment activities, including sports, arts and community partnerships, to enhance learning and personal development. We are advocates for actively collaborating with local organisations and stakeholders to create a sense of belonging and support among all members of our school community. Engagement and learning are achieved by teaching holistically, rather than planning a sequence of knowledge and skills over time. This will give the opportunity to learn about and experience wider areas of the curriculum including elements of Health and Wellbeing and Expressive Arts.

**10.6** We provide a Safe and Inclusive environment for all learners and are committed to providing a place where relationships are the cornerstone, and every student feels valued and supported.

**10.7** Our staff team comprises dedicated professionals committed to creating a caring, welcoming, and supportive environment for all students. The Head of Education has decades of experience within a headship role, and he has developed and grown, a team of teaching staff

who flex their delivery, to ensure they reach all students at whichever developmental stage they are at.

**10.8** Opportunity is given to access qualifications recognised on the National Qualifications Framework from entry level to GCSEs. Close links are maintained with other educational providers and colleges to facilitate additional qualifications. We also acknowledge how important it is that young people learn to achieve socially and that such achievement is recognised.

**10.9** Assessment is a continuous part of the design and planning process. We use assessment before, during and after learning to ensure our young people are making progress. It is likely that many of our children and young people will make very small steps of progression. We use a pupil-centred approach to assessment ensuring that the child is at the centre of everything we do.

Evidence towards assessment is captured primarily through Evidence for Learning (E4L) software. The evidence includes photographs, video, written observation, and indicators of change. Evidence is directly linked to personal learning goals. Every young person has a file on Evidence for Learning where evidence of progress including baseline assessments are logged on their learning journey.

Progress is monitored by our Raising Standards Team who meet weekly to discuss individual pupil progress, any pupils highlighted as not on track may then be targeted for additional support. Staff have daily briefing and debriefs where we discuss barriers to learning and progress.

**10.10** All our children and young people work towards various rewards and incentives such as trips and awards, using a system that is based around our guiding principles. We then use our 'Kindness Currency.' This system recognises the values of kindness and promotes paying it forward. Positives are logged and shared with the pupils 1:1 so there is a chance for discussion and reflection.

**10.11** We believe that the academic and therapeutic approach are inextricably linked, and we offer a holistic approach to education that supports the overall well-being of young people that have experienced significant trauma. Our children arrive with us having missed a significant amount of education. We have a therapeutic environment with the well-being at the core of all we do. A therapeutic approach is taken across the organisation. We have a team of full-time therapists who offer one-to-one sessions with our children. The approach focuses on the individual as a whole, considering mental, physical and emotional needs and self-expression. It encourages them to think about their feelings and take responsibility for their thoughts and actions. The emphasis is on self-development and achieving potential rather than on problematic behaviour. No two people are the same and no two sessions are the same - they might involve an activity, a game, or something creative; we might walk around the local area and spend time in the outdoors. The aim is to create a safe and trusting space where the team are able to identify and explore concerns, interests and strengths and to develop self-awareness and resilience.

**10.12** Equally, we currently support a small number of residential children who attend mainstream / college / alternative specialist provisions elsewhere. We promote a culture of working alongside all professionals in ensuring that we nurture the educational attainment for our residents.

**10.13** Quality assurance of the school is provided from two aspects externally.

- The Registered person visits the school once a term to complete an audit. This process is assessed against the ESTYN inspection requirements and each visit has a focus area.
- Additional to this, the school commissions the external services of an independent quality assurance officer. This role is to ensure there is a transparent review of the service

delivery and that there are tangible action plans for improvement. The appointed external QA officer has experience of being an Executive Headteacher as well as holding a role supporting Local Authority and advising on academic provision nationally.

The QA officer visits the school three times a year and meets with the Head of Education and Registered Person to report on findings. The QA advisor also acts as an advisor to the board of directors, representing from an educational aspect.

## **ARRANGEMENTS TO PROMOTE HOBBIES, RECREATIONAL AND CULTURAL ACTIVITIES**

**11.1** Bryn Tirion Hall values all recreation and sport as a way of helping to develop the young person's outlook on life and to give them a variety of social options. Young people are encouraged and given age-appropriate opportunities to take part in activities and leisure interests which take account of their race, culture, language, religion, interest, abilities and disabilities. We are able to support a young person in any sport or hobby in which they show a keen interest, after any appropriate risk assessment has been undertaken. These may include things like visits to swimming baths, drama groups, gym, bowling alleys, cinemas, dry ski slope, museums, camping, cycling etc.

The home also encourages young people to develop the ability to manage their independent time productively (where applicable). This may consist of relaxing within the home or local community.

**11.2** Regular social and educational visits occur throughout the year. This involves providing more than simply offering "home" based activities. However, we do realise that some young people just want to "chill out" on site and there are facilities available, such as games consoles, ICT equipment and other recreational games to support this.

**11.3** We recognise that participation in appropriate physical recreational, sporting and cultural activities are a positive medium for the development of self-esteem, self-determination and self-worth. They can be a positive tool for the engagement for young people with both the staff of Bryn Tirion Hall and with the wider local community. Young people are encouraged to take an active role in the planning of both individual and group activities. Staff will actively encourage young people to talk about, learn and gain from their experiences.

**11.4** In the provision of both supervised and unsupervised activities, staff and those with parental responsibility will take into account the safety of young people at all times. A recorded risk assessment of all activities is held within the home. Any high-risk activity that is provided or arranged for the young people, will be supervised by person(s) holding the relevant qualification(s) to undertake responsibility for such a task.

**11.5** Consideration is given to the individual circumstances of young people in watching films and television, in using computer games and accessing the Internet. Videos, young people of the intended age range may only / play games consoles and computer games. Access to all such media is supervised to ensure the safety and appropriateness of the content.

**11.6** Birthdays, name days, cultural and religious festivals are celebrated where appropriate and young people participate with staff in planning these events together.

**11.7** Leisure activities and areas in which a young person has or is able to develop talents or abilities are considered within the young person's Personal Plan and, where applicable at Care Planning Meetings and Reviews. It is important to promote a balanced lifestyle in relation to recreational pursuits.

**11.8** Staff will consult those in the wider community who have particular knowledge about ethnic or cultural groups of which they themselves are unaware. This will ensure, as much as is reasonably possible, that appropriate advice, guidance and support is available.

**11.9** We also make use of the excellent facilities in the surrounding area and give ample staff time and financial backing into encouraging participation in local pursuits. Playing areas at the front of the house are suitable for football and other ball games. All activities and holidays are considered in relation to the needs of the individual

## **ARRANGEMENTS FOR CHILDREN'S RELIGIOUS INSTRUCTION AND OBSERVANCE**

**12.1** Bryn Tirion Hall will actively support young people in receiving religious instruction where requested and ensure that opportunities are provided to support observance of their religion. Young people are encouraged to follow the particular requirements (such as dress, diet and prayer) that are part of their cultural needs.

**12.2** Staff will support a young person in attending a place of worship, whether locally or in a neighbouring community. Where appropriate they will encourage the celebration of birthdays, name days, cultural and religious festivals, and the participation in customs and will involve the young person in the planning of these events. Appropriate literature and materials will be made available.

**12.3** Subject to consultation with the young person, the placing authority and the family, arrangements can be made to seek an independent visitor to assist with religious instruction or maintain a positive identity to their chosen religion. Specialist advice will be sought where there is a need in relation to a young person's cultural, religious or language needs.

## **ARRANGEMENTS FOR CONSULTATION WITH YOUNG PERSONS IN RELATION TO THE HOME**

**13.1** We operate an inclusive environment where the views of the young people in our care are paramount in our decision-making processes on all levels. Young people are actively encouraged & supported to influence their care the way. No young person is assumed to be

unable to communicate their views. The home holds quarterly Young Persons Consultative Forums, where child representatives from the home meet with managers to discuss matters.

**13.2** Individual Keyworker meetings, with an open agenda, are held once a month. The basis of these forums is to encourage young people to review their experiences. Issues around bullying and our policy in this regard, holidays, routines, finance and menus are typical agenda items. These meetings are recorded and copies distributed to the young person in an appropriate format and if requested the relevant professionals involved in their lives. This does not negate the opportunity for an individual to discuss personal concerns with staff members. Indeed, key worker sessions also enable young people to discuss their problems individually.

**13.3** Keyworkers spend individual time with young people to facilitate a range of actions. Within this, careful consideration is given to ensuring that each individual young person is able to discuss the arrangements for their care.

**13.4** Bryn Tirion Hall adopts an 'Open door' policy in relation to discussing feelings and concerns with all members of staff and young people. The senior management encourage and promote open forms of communication at all times and enable individuals to discuss matters freely with a person of their choice.

**13.5** There is a comprehensive policy relating to the Complaints Procedure for young people within the home. All individuals are aware of their rights and responsibilities. All complaints are received without prejudice.

**13.6** The home ensures full consultation with all individuals who are connected with the home. This is done intermittently throughout the year via anonymous questionnaires & feedback forums. This covers, receiving information regarding opinions & views of all aspects of the home.

**13.7** The home has a facility for young people to consult directly and confidentially with the Care Leadership Team about any matter that may be concerning them. The home has two lockable 'Suggestion boxes' which are located at the entrance to each residential house whereby the young people can write to the managers and advise them of information they wish to share in a private and secure manner. The managers access the suggestions box on a daily basis (weekdays), thus enabling a prompt response to any issues raised. The young people are made aware of this process and the manner in which it can be utilised. This is a direct communication line to the managers of the home and the facility cannot be accessed by other staff members.

**13.8** The home is committed to ensuring that young people are fully embedded into the Anti-Bully ethos of the home and contribute to the reviewing of policy and implementing of procedures in their daily lives.

## **ARRANGEMENTS FOR CONTACT BETWEEN A YOUNG PERSON, THEIR PARENTS / CARERS, RELATIVES AND FRIENDS**

**14.1** Bryn Tirion Hall is committed to ensuring that young people are provided with support to

maintain constructive contact with their families, friends and other people who play a significant role in their lives. All young people, along with their family and friends' network, are encouraged to agree a plan of contact within the Personal Plan. By prior arrangement with the staff, visitors are welcome at all reasonable times during the day and evening, but not when young people should be attending education, other significant appointments or after the home has settled in the evening.

**14.2** Bryn Tirion Hall will ensure that the young person is provided with practical support to enable such contact to take place. This can incorporate contact by letter and telephone, face to face contact or third-party contact via an intermediary. The home will facilitate, and host contact and we aim to ensure that we provide a welcoming, comfortable and positive environment for such contact to take place. If privacy is required then this can be provided in the home, subject to any guidance or restrictions identified in the Risk Assessment / Personal Plan. Bryn Tirion Hall is willing to assist with contact off site, including contact in the young person's home area where applicable. Supervision can be provided if requested. If supervision is required, then this can be provided by staff in the home as deemed appropriate.

**14.3** A court may order specific contact conditions, including no direct contact, or that contact must be supervised (usually under Section 34 of the Children Act 1989 or within criminal case matters). In this case, all orders will be followed. Private facilities can be made flexibly available for each young person to maintain contact.

**14.4** A young person will not spend any time away from the home with friends or family unless prior authorisation has been received from the placing authority.

**14.5** All aspects of contact will be agreed and confirmed through discussion with the young person, their placing authority and the home.

**14.6** All visits to the home are recorded in line with regulation.

## **MEDICATION ADMINISTRATION**

**15.1** Staff will support the administration of medication that is required by a condition for

which a doctor's prescription has been sought and prior consent being given by parents / Local Authority. A competent, designated member of staff will only conduct this.

All prescriptions administered according to doctors' advice and recorded in the dedicated medication logs.

- Low-level (homely) remedies may be administered but also recorded in log.
- No medication may be used without prior consultation to the log.

**15.2** In the case where the home is promoting independence for identified young people, self-administration of medication will be utilised where appropriate. This will be agreed in conjunction with all parties and the relevant documentation to support. The young people will be provided with a suitable storage facility for such medications.

**15.3** The home will ensure that all medication is safely secured and monitored in line with regulations, policy and procedure.

## **BEHAVIOURAL SUPPORT**



**16.1** All behaviour has a function and is a communication that should be respected as such. Young people need adults who can be thoughtful about their presented behaviours and promote a level of understanding together with a discussion of the impact their behaviour has on themselves and others, whilst working within an environment with clear boundaries and expectations. We offer an environment that allows new behaviour patterns to emerge, to rehearse and reinforce positive constructive behaviour.

**16.2** At Bryn Tirion Hall we believe that positive attitudes and behaviours are developed through the use of understanding and appropriate responses, in the form of rewards, praise and encouragement and the recognition of good behaviour. We ensure that all the young people and the adults who care for them are involved as to what constitutes appropriate behaviour and how we as a group should respond to incidents of concerning behaviour.

**16.3** An effective rewards system is an important tool in supporting young people to develop appropriate behaviour patterns. At Bryn Tirion Hall we have a number of different rewards that are used to praise and celebrate good work, effort and positive behaviours. We have also implemented a 'Positive Rewards Book,' which is a method of monitoring exceptional behaviour and rewarding it immediately. Natural / logical consequences are applied in a consistent fashion and records are kept of all consequences implemented.

**16.4** In order to maintain a safe living environment, we recognise that there may be times when the use of physical intervention is necessary in order to keep staff, young people and others safe and free from harm. All members of staff are trained in **+ProActive Approaches**, which is Attachment & Trauma informed, behaviour support training for SEMH settings (Residential, Schools & Fostering). The organisation has six of its own, fully qualified +ProActive Approaches instructors, who deliver extensive training at point of induction and refresher training to all staff annually. A significant part of the training is focused on understanding attachment and trauma, how to re-attune and repair relationships with children following times of high stress and anxiety, de-escalation / diffusion of incidents and the law in relation to physical intervention.

### **16.5 Use of Appropriate Consequences**

Consequences are used as part of a process, to promote a sense of reparation or restitution, the idea that mistakes can be repaired or 'made better.' The most significant consequence available to staff is our ability, within the context of a strong and meaningful relationship, to express our concern of unsafe behaviours. However, given the trauma and attachment histories of young people in our care and their need to test out relationships and boundaries as part of their adolescent development, we expect that there will be occasions where more tangible consequences are needed to reinforce appropriate behaviour and personal responsibility. When this is the case, the consequence must be appropriate to the young person and their level of understanding and where possible form a part of their individual support plan. A full list of the homes approved, and non-approved consequences are documented within the behaviour support policy.

### **16.6 Use of Physical Intervention**

Physical Intervention is only used as a last resort where there is a clear and identified risk of significant harm to a young person, staff member or other persons, or where there is a risk of

significant damage to property with the consequence of harm. Any physical intervention must be a proportionate response to the risk, use the minimum required force and be for the minimum duration of time. All incidents of physical intervention are fully recorded and investigated. A reflection review takes place with the young person involved as part of this investigation. Any available CCTV footage is reviewed and recommendations made accordingly.

The “Behaviour Support” policy is given to each member of staff as part of their induction package and copies are held in the main office and on the organisations intranet.

#### **16.7 Non-permissible disciplinary methods**

In accordance with *The Regulated Services (Wales) Regulations 2017*. None of the disciplinary measures prohibited under Regulation 30 (Prohibition of the use of corporal punishment) are permitted within Bryn Tirion Hall. Additional regard is kept in respect of Regulation 29 (The appropriate use of control and restraint) and no young person is permitted to be subject to corporal punishment, deprived of food or drink, have restrictions placed on appropriate access to family, the wearing of distinctive clothing, physical restrictions imposed by the environment, deprivation of sleep or intimate physical searches.

#### **16.8 Electronic Surveillance**

The young people’s bedroom doors, as well as landing doors throughout the ‘units,’ are alarmed at night. Young persons have access to their own individual bedrooms with keys. Staff sleeping in at each location have an alarm panel alerting them to any movement within the building at night.

This measure is reviewed periodically with all relevant parties to ensure that an individualised approach is taken in respect of each young person and to ensure an appropriate level of care and support is in place.

**16.9** Throughout the public area of the site there are CCTV surveillance and digital non-tape-recording systems for corridors, landings and external areas. They exist for the protection of young people and staff and are designed not to interfere with any individual’s right to privacy. All recordings and access to them are held in line with Home Office regulations. Where appropriate, the CCTV footage is used as part of any investigation including the review of any physical intervention. Camera surveillance is only permitted within the communal areas of the home.

#### **16.10 Monitoring of Records of Physical Intervention and Consequences**

All incidents, physical interventions and consequences are monitored on a regular basis by the management team. These monitoring meetings are used to identify any patterns in incidents that would require a review of the homes’ procedures, young persons’ personal plan, young person’s risk management form or any other action to be taken. Comments will be made on the appropriateness of individuals using physical intervention / consequences and any subsequent action taken will be noted and signatures / dates against each entry will be made to confirm monitoring has taken place.

## **COMPLAINTS PROCEDURE**

**17.1** All young people in residence are informed on how to make a complaint. This is clearly stated in the young person's guide that is given to the individual upon admission. The key worker as a matter of policy will have drawn it to their attention on their arrival to the home. This also applies to the 'list of right's,' which we give in the young person's guide. This helps to formulate in the young persons' mind when they feel they have legitimate grounds for complaint.

**17.2** All issues arising as a result of a complaint will be addressed seriously and promptly with the complainant fully apprised of progress. A record of these complaints and their outcomes will be held by the Care Home Manager within the home. This is line with the homes policy and procedure.

**17.3** The staff team, during their induction period, are made aware of the policy and procedures to make a complaint. The home also has a full staff disciplinary procedure in place. This can be found in the Employee Handbook and clearly demonstrates the process.

**17.4** There will be a regular review into complaints records, to ensure satisfactory compliance.

**17.5** There is also an external complaints and representations procedure which is in order to ascertain the views and representations from external agencies and individuals. A hard copy of the policy can be found within the home as well as an electronic version on the organisations intranet and website.

**17.6** The home has installed '*Suggestion boxes*' which are located at the entrance to each house unit. The purpose of the box is to promote young people's communication with the Care Leadership Team and to demonstrate the transparent process for young people to advise the managers of the home of concerns, wishes, opinions and thoughts they may have in regards any aspect of their care and life. The suggestion box is a secure facility which is only accessed by the Care Leadership Team on a daily basis and responses given within the correct timeframes.

## **REVIEWS**

**18.1** Bryn Tirion Hall has set procedures for the holding of reviews. Normally they will be held every three months and at no more than six monthly intervals. The aim of the statutory review is to ascertain the continuing viability and suitability of the placement and to discuss the implementation of new strategies with the knowledge and agreement of all concerned parties, particularly the young person involved. All subsequent outcomes as a result of a review, will be implemented within the home and by the staff, within agreed timescales.

**18.2** Bryn Tirion Hall will facilitate all review meetings as a matter of course and ensure the young person is at the forefront of all meetings relating to their care and development. They will be fully supported in attending and having their thoughts and wishes promoted.

**18.3** The home will ensure it has a copy of the young person's statutory review minutes, held in their individual case files. These are also made available to the young person.

**18.4** All aspects of the young person's life are reviewed at these forums and the intention to have representation from all professionals involved with the child.

## **COMMUNICATION**

**19.1** The home is committed to ensuring that there is a proactive approach in regards the language needs of the young people and this is identified and forms an integral part of the quality of care within the provision. As such the home provides a child centred approach to encouraging the use of the Welsh language. There is an understanding within the home that young people will not have to request a preferred channel of communication and that it will be offered as standard, to ensure the individual is at the core of services.

**19.2** All the young people at the home attend a house meeting on a monthly basis and are afforded the chance, as a group, to contribute to many areas of the home. Issues around bullying and our policy in this regard, holidays, routines, finance and menus are typical agenda items. These meetings are recorded and minutes distributed to all in attendance in a format that is understandable.

**19.3** This does not negate the opportunity for an individual to discuss personal concerns with staff members. Key worker sessions also enable young people to discuss their problems individually.

**19.4** In accordance with regulation, the home will support monthly staff meetings to ensure all staff are fully informed of current working practice, changes in legislation and changes in placement planning for the young people. A copy of all minutes are accessible to staff.

**19.5** The home promotes positive and effective communication with all professionals and agencies who are integral to the care and development of the young people accommodated within the home. This multi-agency work approach is essential to the successful support of the young person.

**19.6** The organisation has a comprehensive, effective and secure communication network system, which consists of telephones, intranet and shared computer drives, which are accessible by authorised personnel only. These systems have proved invaluable in maintaining excellent communication between individuals.

**19.7** See also the 'Suggestions Box' system (17.6).

## **ARRANGEMENTS WHEN YOUNG PEOPLE GO MISSING**

**20.1** The vulnerability and risks displayed to themselves and others by the young people in our care means that any unauthorised absence of an individual is taken very seriously. Any unauthorised absence from the home or from an activity away from the home, will be treated as absconding and the police and placing authority will be informed once all efforts have been exhausted in immediately locating the young person. Parents and significant others will be informed only after consultation with the placing authority.

**20.2** The reasons for unauthorised absence are varied and complex and should not be viewed in isolation from their home circumstances, their trauma history or from their experience of care. Every unauthorised absence should therefore be given proper attention from staff. It is important that all professionals dealing with an unauthorised absence of a young person should collaborate to give a consistent and coherent response, despite any differentiations across borders.

**20.3** When a young person is considered likely to go missing the Care Home Manager will, after consultation with other professionals, agree procedures to reduce the likelihood of this happening. This will be recorded on the young person's Risk Management Form and in the Risk Assessment / Personal Plan.

**20.4** Additional to the internal support mechanism for the young person, there has been a significant relationship established between the service and the local Wrexham and Flintshire police force.

All unauthorised absences from the home are recorded on the organisations Incident and Significant Event form. This details the actions of the staff, circumstances of the young person and all communication between the home and all authorised personnel in conjunction with the young person. This is in accordance with the **Wales Safeguarding Procedures 2019**.

**20.5** The home will also maintain communication with all schools and colleges attended by the young people, in order to monitor attendance.

## **SAFEGUARDING PROCEDURES**

**21.1** Bryn Tirion Hall fully recognises its responsibilities for safeguarding the young people in our care. All staff at Bryn Tirion Hall will be made aware of the homes' safeguarding policy and receive regular safeguarding training and updates during their employment to ensure their full understanding and responsibility within the process. The policy is written in line with the "**Wales Safeguarding Procedures 2019**", which sets out common standards for all of Wales to guide work in child protection, to make clear how agencies should work together, and to ensure that practice is consistent and of a high quality.

We are committed to the safety of the young people we have in our care and to fully co-operate with other agencies in the interests of safeguarding young people. Additionally, Regulations 26 – 31 within **The Regulated Services (Wales) Regulations 2017 - Part 8 - Requirements on service providers – Safeguarding**, ensures that the service captures the requirements laid out in statute and works in accordance with this requirement.

**21.2** All staff within the provision have received training in Safeguarding in accordance with their responsibility and Senior designated safeguarding officers have received extensive training to ensure that they are appropriately informed in their decision making and action planning for young people.

**21.3** The home has a comprehensive safeguarding policy which details the systems within the home and intent of promoting the safety and wellbeing of all young people. This is in accordance with current legislative requirements. Within this policy there is clear guidance for dealing with disclosures or suspicions of abuse and the correct process for referring such incidents to the relevant authorities. A hard copy is maintained within the home and can also be located on the organisations intranet system. The Care Home Manager annually reviews this.

**21.4** The home ensures that the staff team are abreast with changes in safeguarding legislation and have accessibility to the updated safeguarding policy at all times. There are clear avenues to ensure that reportable incidents are dealt with promptly and competently and that staff are fully supported when raising concerns. This information is held within the homes whistleblowing policy.

**21.5** The home has a Deprivation of Liberty Policy in place.

**21.6** The Safeguarding Officers for Bryn Tirion Hall are:

**Marc Jones – Care Home manager**

**Elizabeth Williams – Assistant Manger**

**Anna Sullivan – Assistant Manager**

## **FIRE PROCEDURES**

- 22.1** At Bryn Tirion Hall, we have robust systems in place in the event of a fire and there is clear guidance for staff and young people should they be required to evacuate the building. This information is held within the Health and Safety policy.
- 22.2** Such guidance will assist the staff and ensure all young people are adequately safeguarded in the event of an emergency within the home.
- 22.3** As part of the induction process, all staff are given the relevant information regarding fire procedures.
- 22.4** Senior designated managers of the home have received additional Fire Marshall training.
- 22.5** The home has a comprehensive Fire Policy and Evacuation Procedure, which all staff are made aware of and requested to read during their induction process.
- 22.6** At Bryn Tirion Hall, we carry out fire drills at least four times a year, which involve either full evacuation from the building or phased evacuation to a safe zone within the building. These drills simulate conditions where an escape route is blocked. There is intention to conduct these drills at different points of the day / night.
- 22.7** All fire drills are documented to include the date of the exercise, the duration of the evacuation, the name of the persons involved in the evacuation and if there were any problems identified and the proposals to rectify them for the future.
- 22.8** We also hold interim fire evacuation drills within the first week of a new young person's admission into the home.
- 22.9** Weekly tests of the fire points are also carried out, to ensure all call points are in sound working order.
- 22.10** There is an annual Fire Audit and visit completed for the home. This is conducted by a commissioned, reputable expert and centralised by the site Manager of the service.

**Reviewed and Updated: September 2025**

**Next Scheduled Review: October 2025**