



# **STATEMENT OF PURPOSE**

**FOR**

**TY FELIN**

# Contents

1. Overview Aims and Objectives of the Home
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 Protect & Promote the Health of Children
9. Arrangements for Education & Private Study
10. Arrangements to Promote Hobbies, Recreational and Cultural Activities
11. Arrangements for Children's Religious Instruction & Observance
12. Arrangements for Consultation with the young people
13. Arrangements for contact between a young person their parents/carers, relatives and friends
14. Medication Administration
15. Behavioural Management
16. Complaints Procedure
17. Reviews
18. Communication
19. Arrangements for young people who go missing
20. Safeguarding Procedures
21. Fire Procedures

## **Overall Aims & Objectives of Ty Felin**

- 1.1** Ty Felin is an independent Residential Children's Care Home, which is part of the QEWC Ltd Group. The Registered Manager is Claire Brown, who has over 9 years' experience of working within residential childcare and the Responsible Individual is Natalie Fletcher, who has 22 years' experience of working within the care sector. We can accommodate up to five young people from the ages of 11 to 18 years. The home supports young people with emotional and behavioural difficulties (EBD) and social difficulties (SEBD), who are attending secondary school or further education and also for those who are attending vocational and work based programmes. Ty Felin seeks to provide an effective and supportive home, to ensure a safe and supported 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 support.
- 1.2** The home predominantly accommodates young people who are attending, or who have attended the organisations sister home and school, Bryn Tirion Hall. However, the home may also admit young people countrywide, and who have not previously been accommodated by the organisation. Ty Felin will provide tailored support, focused for each resident, ensuring that their care 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 the young people to manage their past issues and experiences and ultimately prepare them for independent living and leaving care. The systems and programmes of support within the provision fully endorse the ethos that the young people are central to the decision making, risk taking and choices in all aspects of preparation for life after care. Whether that be supporting the plan to transition young people back into the family home or independent living post care.
- 1.4** The staffing structure comprises of residential support workers, shift leaders and care managers who work within an agreed rota to meet the operational needs of the home and young people.
- 1.5** At Ty Felin, we operate a family style accommodation 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 and placing authorities 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 as such we aim to provide each individual the opportunity to learn and grow through a tailored programme. We provide a safe and supportive

environment based on thoughtful processes, assisted throughout by dedicated teams of professionals and a strong culture of multi-disciplinary working.

- 1.7** We have access to therapeutic facilities that can be created to support the development and progression of young people. These additional support packages are created on an individual basis and in conjunction with the 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** Ty Felin is a large detached, two storey property set within its own large manicured corner plot. It is located in the town of Buckley, within the county of Flintshire. It is situated three miles from Mold, ten miles from Chester and fifteen miles from Wrexham. In Buckley itself, there are the usual array of shops and amenities, including a train station with excellent links to Chester and Wrexham. The property is located near direct bus routes to local colleges, all major towns and cities. There is a medical centre, local primary and secondary schools nearby, as well as a local sports centre and swimming pool. In addition to this there is a plethora of supermarkets, shops, independent businesses and recreational clubs.

### **2.2 The residential accommodation consists of:-**

- Five private single occupancy bedrooms all with en-suite facilities, spread over 2 floors. Each room has a small double bed, television privilege and sufficient furniture to accommodate the needs of each young person.
- A communal bathroom with bathtub for use by all young people;
- A public WC for use by visitors to the home;
- Two staff sleeping-in rooms with en-suite facilities;
- Kitchen/dining-room for domestic use, food preparation, cooking, eating and laundry facilities;
- A comfortably appointed lounge / T.V. area for the general leisure use of the young people, plus a conservatory which doubles as an additional gaming area / lounge.

There are additional communal spaces on-site which cater for the use of ICT, homework and professional meetings.

**2.3** Each young person has a key to their own room, with master keys held by the staff solely for the purpose of emergencies. Young people are encouraged to personalise their room and each have access to a lockable facility for the storage of personal belongings which may be kept in their room.

**2.4** Ty Felin 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 residing within the home. Televisions and games consoles are provided in the lounge and recreational area and young people are able to use any personal entertainment equipment throughout the home. The use of ICT, audio and visual material can be monitored to ensure the safety and appropriateness of the content being accessed. A private 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.

### **2.5 Outside the home**

The home is set in the middle of private attractive gardens and is surrounded by perimeter barriers consisting of brick walls, fences and well matured trees. There are two entrances to the home consisting of a pedestrian only gate and a further

driveway for the use of vehicles. We have our own vehicles for the purpose of transporting young people to education (Bryn Tirion Hall School or other education facilities) and for off-site activities and home visits. For those young people residing within the home who are working towards a programme of independence, the emphasis will be on the individual to utilise the various methods of public transport accessible to them, in continuing to support their development.

Also located at the site is a separate building that accommodates the homes Care Leadership Team offices, a meeting room and an ICT suite with a substantial storage room.

- 2.6** The premises are to be used solely for providing residential care for young people.

## **Ethos and Philosophy of Care**

**3.1** The ethos and philosophy of care at Ty Felin is informed by an understanding of the needs of young people who display social, emotional and behavioural difficulties. This is underpinned 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 young person has the right to feel important, 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 homes 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.
- Ty Felin believes in the use of positive attitudes, praise, incentives, 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** Ty Felin is registered with the Care Inspectorate Wales (CIW) as a Children's Home.

Ty Felin is part of the portfolio of care homes owned by 'Quality Education with Care Limited'. The organisation is a small company of dedicated individuals (five directors) who set out to establish an organisation whose sole ambition was 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.

One of the owners of the company is actively involved in the day to day running of the home and holds a leading position on the Senior Leadership Team.

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

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 Ty Felin Children's home.
- 2** A maximum of 5 individuals can be accommodated at this service
- 3** The responsible individual for this service is Natalie Margaret Fletcher

### **The Registered address is: -**

Ty Felin  
26 Mill Lane  
Buckley  
Flintshire  
CH7 4HB

### **The Responsible Individual is: -**

Natalie Fletcher – natalie.fletcher@qewc.co.uk

### **The Registered Manager is: -**

Claire Brown – claire.brown@qewc.co.uk

### **THE COMPANY REGISTERED ADDRESS IS:**

Bryn Tirion Hall,  
Mold Road  
Caergwrle  
Flintshire  
LL12 9HA

## **4.2 Details of the Registered Manager**

The Registered Manager of Ty Felin is Claire Brown. Claire has been with the organisation since March 2009 and has extensive knowledge in regards working within the childcare sector. She is fully embedded in the organisations philosophy and this is reflected within her working practice. Claire holds the qualification of Level 5 Diploma in Leadership for Health & Social Care Services (Children & Young People Residential Management).

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

The Responsible Individual of Ty Felin is Natalie Fletcher.

Natalie has been with the organisation since its opening in May 2008 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 Registered Manager to QEwC's flagship children's home to work as Care Services Director in promoting relevant and quality services for the child care 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 twenty-two years' experience of working within the child care 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.

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 CIW.

## 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' operation.

5.2 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.

5.3 Governance Committee Groups

*Committee Groups* have been established at company board level to provide a sound base for transparent review and monitoring of the service by company directors. Each *Committee Group* is chaired by a member of the board (non-working director) and is supported, as required, by subsequent board members.

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

- 1 Consultation with stakeholders
- 2 Analysis of documentation
- 3 Review of practice
- 4 Review of information through established audit systems

The committee chair will discuss the outcomes of any scrutiny review at board level and ensure that measures are in place to use the information gathered to improve and develop the service.

This information is shared with the board and appropriate actions determined as required. The Responsible Individual for the service is advised of the outcome of the audit and takes action accordingly.

The responsibility for overarching accountability 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) Act 2014** and **The Regulated Services (Service Providers & Responsible individuals) (Wales) Regulations 2017**.

#### 5.4 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.

## **Staffing, Qualifications and Supervision**

- 6.1** Staff within the home are experienced and skilled in working with young people. They are able to offer care, guidance and advice based on thoughtful processes whilst supporting structure, consistency and clear boundaries. All staff seek to create a safe and supportive environment that allows young people to come to terms with their challenges and promote positive development. We deliver a high quality of service where staff work towards the fulfilment of the home'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** Ty Felin complies with Social Care Wales guidance in relation to the recognised and accepted qualification for workers within residential care Homes in Wales e.g.: Diploma Level 3 in HSC Children & Young People / QCF – HSC Level 3 - Working with Children & Young People. All staff that hold a senior level post are required to undertake relevant qualifications accordingly e.g. Level 5 Advanced Practice.
- 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**

- Registered Manager – oversees the running of the service, care practice and promotes development
- Assistant Manager – Supports the Registered Manager in all aspects of the management of the home
- Three Staff Teams each consisting of a Shift Leader, Deputy Shift Leader and Residential Support Workers
- Designated Keyworkers who are pivotal in overseeing the day to day facilitation of the care plan for the individual.

In addition, the home is supported by QEwC's administration staff team.

- 6.6** Our young people are staffed according to their placement plans and risk assessments and in line with the ethos of the home. The flexible staffing rota will ensure the young people are provided with the necessary support they require. Should a young person require additional care/support, this will be discussed and agreed at the placement meeting and measures implemented accordingly.
- 6.7** Education is delivered off site for young people attending college or the organisations school, located at Bryn Tirion Hall. This will be supported as agreed in each individual's placement plan.

## 6.8 Staffing for the Home

The homes intention is to have a trained staff team that are able to meet the needs of the individuals accommodated there. All members of the support staff are at least four years older than the oldest resident at the home.

The flexible staffing rota allows the home to respond to the needs of the individual at any time, providing them with additional support, or reducing this, in-line with their placement plan.

**6.9** Night time supervision between 11.00pm and 8.00am consists of two members of staff sleeping in, one of whom will have the designated responsibility for the home overnight, and a Shift Leader or member of the care leadership team being on call. Where the need arises, waking night staff may be used, however this is not a standard supervision mechanism within the home.

**6.10** Where short-term or unplanned gaps in the 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' are 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 both our young people and carers, we will fully enforce the Social Care Wales Code of Practice for employers of Social Care Workers. These standards require Ty Felin 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' Code 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 Ty Felin that staff both receive and take part in the supervision process. Supervision is provided by designated members of the Care Leadership Team and Care Managers. 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 or management 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 care leadership 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 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, which consists of 36 hours 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.

- 6.15** Physical intervention techniques are part of the course content but are 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 Ty Felin, 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 Around the Child meetings / Team meetings and support sessions.
- Key working and joint working with colleagues within the team.
- Joint working with other professionals and agencies.
- Statutory review meetings.
- 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 Services (Wales) Act 2017, all staff at Ty Felin have a Personnel 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 and Birth Certificate
- Occupational health / medical questionnaire
- Correspondence – Letters of appointment and promotion etc.

### **6.19 Staff Selection**

Staff selected for interview at Ty Felin, 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 Services (Wales) Act 2017. Staff are then encouraged to sign up to the Portable DBS service.

### **6.20 Staff Conduct**

All staff are required to act as responsible role models for the young people in residence and relate to young people and colleagues in an appropriate manner at all times. Ty Felin 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 Name and Qualification Appendix

Name	Job Title	Qualifications
Claire Brown	Registered Manager	Level 5 Diploma in Leadership for Health & Social Care Services (C & YP Residential Management) Level 5 Diploma in Leadership for Health & Social Care Services (CYP Advanced Practice)
Guy Bingham	Assistant Manager	Level 5 Diploma in Leadership for Health & Social Care Services (C & YP Residential Management) Level 5 Diploma in Leadership for Health & Social Care Services (CYP Advanced Practice)
Amy Phillips	Shift Leader	Level 5 Diploma in Leadership for Health & Social Care Services (C & YP Residential Management)  Level 3 NVQ in Health & Social Care (C & YP)
Sadie Williams	Shift Leader	Level 3 Diploma in Health & Social Care (C & YP)
Zoe Edwards	Shift Leader	Level 3 Diploma in Health & Social Care (C & YP)
Jodie Aspden	Deputy Shift Leader	Level 3 Diploma in Health & Social Care (C & YP)
Graham Brown	Deputy Shift Leader	Level 3 Diploma in Health & Social Care (C & YP)
Ryan Griffiths	Deputy Shift Leader	Level 3 Diploma in Health & Social Care (C & YP)
Simon Aspden	Residential Support Worker	Level 3 Diploma in Health & Social Care (C & YP)
Claire Hughes	Residential Support Worker	Level 3 Diploma in Health & Social Care (C & YP)
Bianca Cansdale	Residential Support Worker	<b>Working Towards</b> – Level 3 Diploma in Health & Social Care (CYP)
Julia Eaton	Residential Support Worker	<b>Working Towards</b> – Level 3 Diploma in Health & Social Care (CYP)
Alexander Pope	Residential Support Worker	<b>Working Towards</b> – Level 3 Diploma in Health & Social Care (CYP)
Rebecca Rippon	Residential Support Worker	<b>Working Towards</b> – Level 3 Diploma in Health & Social Care (CYP)
Chermaine Harden	Residential Support Worker	<b>Working Towards</b> – Level 3 Diploma in Health & Social Care (CYP)
Gary Hunter	Residential Support Worker	<b>New Inductee</b>
Alisha Whiteley	Residential Support Worker	<b>New Inductee</b>
Chloe Evans	Residential Support Worker	<b>New inductee</b>
Daniel Swords	Residential Support Worker	<b>New inductee</b>
Rachel Williams	Residential Support Worker	<b>New inductee</b>
<b>Zero Hours Staff Team</b>		
Brent Clague	Residential Support Worker	Level 3 Diploma in Health & Social Care (C & YP)
James Wynne	Residential Support Worker	<b>Working Towards</b> – Social Work Degree Level 3 Diploma in Health & Social Care (C & YP)

## **Admission Criteria & Policy**

### **7.1 Criteria**

Ty Felin is primarily concerned with accepting young people of mixed gender between the ages of 11 to 18 years. The home supports young people with emotional and behavioural difficulties (EBD) and social difficulties (SEBD), who are within secondary school or further education and those who are attending vocational and work based programmes. 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 care plan. Admissions to the home may also include a planned programme of progression from Bryn Tirion Hall, where the young people would have spent some time both living in residence and attending the on-site school. There may however be times when a young person will meet the admission criteria, without having attended the organisations sister home or school. We are unable to offer accommodation to young people who have significant physical disability or those requiring 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 sought. A twelve week assessment will be 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 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 on offer of permanent placement.

**7.3** The intention of the home will be to support children moving into, and leaving the home, through a planned and sensitive process. Due to this, emergency placements will not be received.

## **Arrangements to Protect and Promote the Health of Children**

- 8.1** The prime responsibility for the good health of young people lies with our Registered Manager, the young person's Keyworker and the residential staff acting as good parents. Staff at Ty Felin will 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 Ty Felin which emphasises and promotes a balanced lifestyle.
- 8.2** 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 placement plan. Additionally a written health plan is held on the young person's case files, within the home.
- 8.3** The young person will be supported though any issues they may encounter such as substance misuse, smoking, sex education, sexual health and self-protection. Young people are not allowed to smoke on-site and the use of alcohol, drugs (unless prescribed by a medical practitioner) or solvents is also prohibited.
- 8.4** On admission to Ty Felin 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.
- 8.5** 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 Ty Felin staff in managing the health needs of the young people.
- 8.6** 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 the home. If for any reason nursing care is required then this will be provided after consultation between the placing authority, Ty Felin, the medical practitioner, community nurse and local hospital and in consultation with the young person.

## **Arrangements for Education & Private Study**

- 9.1** At Ty Felin the emphasis on attending some form of education or vocational and work based programme is seen as a very important part of helping young people embed themselves into the local community and an important part of achieving their well-being through academic study, thus giving them the best opportunity into adult life. This is clearly defined in their placement plan.
- 9.2** For the young people in the home who are attending the organisations school, appropriate measures and support will be made to promote and maintain attendance. Where this is applicable the following applies:-  
During each academic term, formal lessons and subject workshops take place between 9.00am and 3.15pm through Monday to Friday. Time is also allocated during the week for physical education, outdoor activities, educational visits and the attendance at off-site events.
- 9.3** Literacy, Numeracy and Information Technology provide the basis of the formal educational sessions. Each pupil's educational programme normally involves Humanities, Science, Drama, Art and Design, Design and Technology and Personal, Social and Health Education. The opportunity to study a Modern Foreign Language is available. Preparation for Work, Work Experience, the Environment, Society and the Future, together with Enterprise, are all elements of the educational programme.
- 9.4** For those attending the organisations school, 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 persons' learn to achieve socially and that such achievement is recognised.
- 9.5** The education programme offers an exciting, creative and individual approach to education in order to meet the individual needs of each young person. In order to achieve this we implement, monitor and review an Individual Education Plan for each young person that addresses their particular educational difficulties and provides strategies for remediating these difficulties.
- 9.6** Each plan defines targets for the young person to achieve and lists the possible resources, techniques and strategies that will be useful in reaching these goals. The desired outcome and achievement criteria are clearly stated and care is taken that the targets are SMART (Specific, Measurable, Achievable, Realistic and Time measurable) to avoid unrealistic and vague objectives.
- 9.7** For those accessing post-secondary education, each young person will be supported in enrolling on their chosen college/vocational placement and the on-going support of this will be provided by the home staff, in conjunction with the young person's placement plan. There is an expectation that young people remain in college, vocational or work based placements, during their residency. The home's staff will ensure that there are established professional links with the local colleges and vocational programmes to ensure that every opportunity is given to the young people, to access quality further education.

## **Arrangements to Promote Hobbies, Recreational and Cultural Activities**

- 10.1** Ty Felin 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 for a fulfilled life. 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 promote and 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 slopes, museums, camping, cycling etc.
- 10.2** 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.
- 10.3** 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 to assist with the engagement for young people between the staff and peers of Ty Felin 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.
- 10.4** In the provision of recreational pursuits, staff and the young people will take into account the safety of the activity at all times. A recorded risk assessment of all activities is held within the home. The ethos of the home focuses on the young people recognising and taking appropriate risk as part of their development. As a result there is a requirement that young people are actively involved in this process.
- 10.5** Consideration is given to the individual circumstances of young people in watching films and television, in using computer games and accessing the Internet. Videos, games consoles and computer games may be watched / played only by young people of the intended age range. Access to all such media may be monitored to ensure the safety and appropriateness of the content.
- 10.6** Birthdays, name days, cultural and religious festivals are celebrated where appropriate and young people participate with family, peers and staff in planning these events together.
- 10.7** 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 Placement Plan and, where applicable at Care Planning Meetings and Reviews. It is important to promote a balanced lifestyle in relation to recreational pursuits.
- 10.8** Appropriate research will be conducted by the young person and staff in regards the promotion of ethnic or cultural groups within the local community. This will ensure, as much as is reasonably possible, that appropriate opportunities, forums, advice, guidance and support is available.
- 10.9** 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. All activities and holidays are considered in relation to the needs of the individual.

- 10.10** In reference to young people residing within the home who also attend the organisation's school, efforts will be made to ensure that the positive relationships these young people have with fellow class peers are maintained. This will consist of establishing clubs and organising group activities and events with their peers (who may reside at Bryn Tirion Hall Care Home). The staff will liaise with the BTH home staff and nurture and support these relationships as part of a healthy upbringing.

## **Arrangements for Young People's Religious Instruction and Observance**

- 11.1** Ty Felin 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.
- 11.2** 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, ensuring the involvement of the young person in the planning of these events. Appropriate literature and materials will be made available.
- 11.3** 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**

- 12.1** 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 and supported to influence their care and the way their home is run. No young person is assumed to be unable to communicate their views.
- 12.2** Individual Key Working 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 Working sessions also enable young people to discuss their problems individually.
- 12.3** 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 and (where applicable) independence.
- 12.4** Ty Felin adopts an 'Open Door' policy in relation to discussing feelings and concerns with all members of staff and young people. The Care Leadership Team encourage and promote open forms of communication at all times and enable individuals to discuss matters freely with a person of their choice.
- 12.5** There is a comprehensive policy relating to the Complaints Procedure for young people within the home. This is clearly explained and details documented within the young person's guide, to ensure all individuals are aware of their rights and responsibilities. All complaints are received without prejudice.
- 12.6** 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.
- 12.7** Monthly 'House meetings' are an excellent example of how information about all aspects of the young people's lives is received and shared. These meetings are scheduled monthly and the meeting group is formed of young people and staff who establish a two way discussion about all matters relating to the lives and environment of the young people in the home. It is an opportunity for all parties to discuss and evoke change where applicable.
- 12.8** 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 a lockable 'Suggestions Box' which is located in the entrance hallway, 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 (week days), 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.

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

## **Arrangements for Contact between a Young Person their Parents/Carers, Relatives and Friends**

- 13.1** Ty Felin is committed to ensuring that young people are provided with support and opportunities to maintain positive 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 Placement 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 or other significant appointments.
- 13.2** Ty Felin 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 / Placement Plan. The home 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.
- 13.3** 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.
- 13.4** All aspects of contact will be agreed and confirmed through discussion with the young person, their placing authority and the home.
- 13.5** All visits to the home are recorded in line with regulation.

## **Medication Administration**

- 14.1** 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. This will only be carried out by a competent, designated member of staff.
- All prescriptions administered according to doctors' advice are recorded in the dedicated medication logs.
  - Low-level (homely) remedies may be administered but also recorded in the log.
  - No medication may be used without prior consultation of the log.
- 14.2** 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.
- 14.3** The home will ensure that all medication is safely secured and monitored in line with regulations, policy and procedure.

## **Behavioural Management**

- 15.1** 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.
- 15.2** At Ty Felin we believe that positive attitudes and behaviours are developed through the use of understanding and appropriate responses, in the form of incentives, 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 poor behaviour.
- 15.3** An effective incentive tool is an important approach to supporting young people in developing appropriate behaviour patterns and self-management. At Ty Felin we have a number of different incentives that are used to praise and celebrate good work, effort and positive behaviours. Sanctions are applied in a consistent fashion and records are kept of all sanctions implemented.
- 15.4** 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 the safe use of PRICE (Protecting Rights In a Caring Environment) approved techniques. The organisation has four of its own fully qualified PRICE instructors (accredited by BILD), who deliver extensive training at point of induction and refresher training to all staff annually. A significant part of the training is focused on the de-escalation / diffusion of incidents and the law in relation to the use of physical intervention.

### **15.5 Use of Appropriate Sanctions**

Sanctions 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 sanction or consequence available to staff is our ability, within the context of a strong and meaningful relationship, to express our disapproval of unwanted behaviours and attitudes. 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 sanctions and consequences are needed to reinforce appropriate behaviour and personal responsibility. When this is the case the sanction must be appropriate to the young person and their level of understanding and where possible form a part of their Individual Behaviour Support Plan. A full list of the homes approved and non-approved sanctions are documented within the behaviour management policy.

### **15.6 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 Management" policy is given to each member of staff as part of their induction package and copies are held in the Shift Leaders office and on the organisations intranet.

### **15.7 Non-permissible disciplinary methods**

In accordance with the **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 Ty Felin. 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.

### **15.8 Electronic Surveillance**

The young people's bedroom doors are alarmed at night. Young people have access to their own individual bedrooms with keys for personal security. Staff sleeping in have an alarm panel alerting them to any movement within the home at night.

**15.9** Throughout the public area of the premises 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.

### **15.10 Monitoring of Records of Physical Intervention and Sanctions**

All incidents, physical interventions and sanctions are monitored on a monthly basis by the Care Leadership team. These monitoring systems are used to identify any patterns in incidents that would require a review of the homes' procedures, young persons' placement 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 / sanctions 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**

- 16.1** 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 Keyworker, 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.
- 16.2** 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 there outcomes will be held by the Registered Manager within the home.
- 16.3** The staff team, during their induction period, are made aware of the policy and procedures to make a complaint. Ty Felin also has a full staff disciplinary procedure in place. This can be found in the Employee Handbook and clearly demonstrates the process.
- 16.4** There will be a regular review into complaints records, to ensure satisfactory compliance.
- 16.5** There is also an external complaints procedure which is detailed on the homes complaints policy folder. A hard copy can be found within the home as well as an electronic version on the organisations intranet and website.
- 16.6** The home have installed a 'Suggestions Box' which is located in the entrance hallway to the home. 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 suggestions box is a secure facility which is only accessed by the Care Leadership Team and responses given within the correct timeframes.

## **Reviews**

- 17.1** Ty Felin 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.
- 17.2** Ty Felin 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.
- 17.3** 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.

## **Communication**

- 18.1** 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 and are working towards the Active Offer. 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.
- 18.2** All the young people at Ty Felin attend a house meeting on a monthly basis and are afforded the chance, as a group, to contribute too many areas of the home. Issues around bullying and our policy in regards this, 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.
- 18.3** This does not negate the opportunity for an individual to discuss personal concerns with staff members. Key Working sessions also enable young people to discuss their problems individually.
- 18.4** 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.
- 18.5** 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.
- 18.6** 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.
- 18.7** See also the 'Suggestions Box' system (15.6).

## **Arrangements When Young People Go Missing**

- 19.1** 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.

The reasons for a young persons 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 the unauthorised absence of a young person should collaborate to give a consistent and coherent response, despite any differentiations across borders.

When a young person is considered likely to go missing the Registered 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 / Placement Plan.

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 All Wales Child Protection Procedures 2008.

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

## **Safeguarding Procedures**

**20.1** Ty Felin fully recognises its responsibilities for safeguarding the young people in our care. All staff at Ty Felin 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 "All Wales Child Protection Procedures 2008", 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.

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.

**20.2** 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.

**20.3** 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. This is reviewed annually by the Registered Manager.

**20.4** 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.

**20.5** The designated Safeguarding Officers for Ty Felin are:

- Claire Brown – Registered Manager
- Guy Bingham – Assistant Manager

## **Fire Procedures**

- 21.1** At Ty Felin, 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.
- 21.2** Such guidance will assist the staff and ensure all young people are adequately safeguarded in the event of an emergency within the home.
- 21.3** As part of the induction process, all staff are given the relevant information regarding fire procedures and Care Managers are trained on the use of fire extinguishers.
- 21.4** Care Managers of the home have received additional Fire Marshall training.
- 21.5** 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.
- 21.6** At Ty Felin we carry out fire drills at least four times a year, which involve either full evacuation from the building. These drills simulate conditions where an escape route is blocked.
- 21.7** 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.
- 21.8** We also hold interim fire evacuation drills within the first week of a new young person's admission into the home.
- 21.9** Weekly tests of the fire points are also carried out, to ensure all call points are in sound working order.

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Next Scheduled Review: September 2019