

# ***Exley House & Hewitt House***

## ***Héronsbridge School***



## ***Statement of Purpose***

**Ewenny Road**

**Bridgend**

**CF31 3HT**

**Reception 01656 815725**

**Residential 01656 815126**

Responsible Individual : Mr Jeremy Evans

Registered Manager : Miss Lisa Davies

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

Exley House and Hewitt House are situated in the grounds of Heronsbridge School, and close to the town centre. Our young people are able to access the school facilities during the evening e.g. the swimming pool, hydro pool, rebound room, play areas and the orchard. The houses are within easy reach of many attractions for children/young people and school minibuses are used to take them out for rides in the community.

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

- Leisure Centres and swimming pools 
- Coastal and beach areas 
- Country Parks 
- Cinema 
- Soft play and trampoline park 
- Ten pin bowling 
- Library 

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

A) Range of needs we can support.

Exley House and Hewitt House can support two children/young people, in each house, up to the age of 19 with disability diagnoses that could include secondary conditions such as ADHD but primarily the service is autistic specific. Staff are trained in PROACT- SCIPr-UK® (Positive Behaviour Support), autism specific training, communication strategies including TEACCH, PECS and Signalong but also in Trauma Informed Approaches to support young people's emotional wellbeing.

We can support young people with medical conditions including epilepsy, and we can receive training to meet specific medical needs. We carry out personal care tasks by supporting toileting and showering routines, encouraging our young people to become as independent as possible.

We work closely with the school staff and the Local Authority Transition Team in preparing our young people for moving on to adult placements or 52 week care if required.

We are not able to provide accommodation for children in wheelchairs due to the design of the homes.

Referrals are received from the Local Authority Disabled Children's Team; we will also consider referrals from other Local Authorities. Each referral is looked at carefully taking into consideration the individual needs and the match with the children/young people already resident in Exley or Hewitt House.

### **Service Aim**

At Exley House and Hewitt House we provide a high quality 39 week residential service for up to four children/young people with autism, up to the age of 19. All of our young people are enrolled at Heronsbridge School.

The services are located in the grounds of the school enabling ease of access to school for the children/young people. We work very closely with parents and with the day staff to ensure that we share strategies, good practice and information. Residential staff attend meetings with parents, day staff, Social Services and Health professionals to ensure that we are working towards achieving the identified targets and objectives for each child/young person.

The service enables children/young people to remain living at home with their families during the weekends, and holidays.

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

### **Objectives**

- To assess each child/young person's needs before the service commences, to develop an individualised package of care and support that focuses on their needs and to review it regularly.
- To introduce children/young people to Exley/Hewitt House at their pace, through a series of familiarisation and tea-time visits prior to moving in.
- To offer children and young people interventions to assist them in achieving their personal outcomes. To meet each child/young person's emotional, social, behavioural, health and developmental needs during their placement, in a way that ensures their dignity, and promotes self-reliance.
- To provide a homely relaxed environment within which children/young people are encouraged to achieve their personal goals and individual potential.
- To support all children/young people to make good use of all community based resources, thereby promoting social and economic inclusion.
- To provide a comprehensive package of educational support to promote the best possible outcome for the children/young people.
- To consult with children/young people, parents, carers, social workers and other professionals so that the service continually adapts and develops.
- To resolve issues for children/young people and parents promptly, and to address concerns wherever possible, with the residential manager and social worker.

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

- A suitably qualified, experienced and skilled staff team dedicated to providing an excellent experience for children /young people during their stays.
- A high ratio of staff to children/young people so that individual attention can be given to each child/young person during their stay.
- A purposeful care programme which is well-designed and executed, and based on individual assessed needs.
- A partnership approach to working with parents/carers.
- A Key Working system allocating a member of staff to assume specific responsibilities for a particular child/young person.
- Transition process to support a successful move into adulthood.
- Encouraging children/young people to lead a normal and independent life and to participate in local community facilities. The home creates an atmosphere in which young people are encouraged to make decisions of their own choice in a safe environment.
- Enabling children and young people to have a voice, choice and control whilst respecting their personal dignity and emotional wellbeing.

### **A) Arrangements for admissions, assessment, planning and review.**

Exley House and Hewitt House provide a long-term residential service for a maximum of four children/young people with a diagnosis of autism. The service provides support to young people up to the age of 19. All children/young people who reside are pupils at Heronsbridge School.

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

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

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

Decisions to place are based on assessed needs of the child/young person ensuring the service can accommodate the placement safely whilst meeting regulatory requirements.

Pre-admission visits and discussions will have taken place prior to the child/young person being placed.

We adopt a person-centred approach and work to support the child/young person to achieve their personal outcomes. We encourage and support each child/young person to reach their full potential and to make their own choices to live fulfilled lives. We offer a stimulating, safe, caring environment that promotes a holistic approach to all aspects of the child/young person's life.

The service will work with the children/young people to help them understand and contribute to their care and support plan. We establish strong working relationships with other multi-disciplinary professionals involved in supporting the child/young person.

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

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

Personal Plans and risk assessments are reviewed at least every three months –in January, April, July and October, or more often if required. Each child/young person will have a named keyworker who will complete a report on a termly basis (unless it is deemed necessary to do this on a more frequent basis).

The purpose of these reports will be to ensure the safety, well-being and happiness of each child/young person whilst in the Exley and Hewitt House. The reports also aim to identify any issues they may have, record progress, plan targets, and devise strategies to resolve said issues/concerns.

## **B) Standard of Care and Support you will receive and experience at Exley and Hewitt House**

The care provided to disabled children and young people at a 39 week home is based on the principles contained in the Social Services and Well-being (Wales) Act 2014 and Children Act 1989. We are inspected by Care Inspectorate Wales under the Regulations and Inspection of Social Care (Wales) Act 2016 against The Special Schools Residential Services (Service Providers and Responsible Individuals (Wales) Regulations 2024.

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

The approach is to adopt the following principles:

- Children/young people at Exley and Hewitt House are treated as individuals and will be provided with staff support according to their individual assessed needs. The service provided by Exley and Hewitt House is responsive to the identified needs and planned outcomes as detailed in the individual care plan of the child/young person.
- Children/young people are encouraged as far as possible to: -
- Discuss and agree activities.
- Choose toys and learning materials.
- Shop, cook and develop daily life skills.
- Show consideration to other children/young people, their property, rights and choices.
- Share any concerns they may be feeling during their stay.
- Take up opportunities to access community-based activities.
- Children/young people will be treated in such a way that ensures their racial, gender, religious and cultural needs are considered.
- The home is committed to providing an environment which promotes the child/young person's growth, maturation, self-respect and personal dignity

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

Many children/young people have specific health needs. Pre-placement discussions take place to understand and address these needs in discussion with the social worker, parents/carers and multidisciplinary professionals. This ensures each child /young person's individual health needs are appropriately met from the point of admission.

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

Children/young people remain registered with their family GP, and dental practice. Parents are responsible for ensuring that children/young people attend their GP/dental practice for check-ups but school also medical reviews within the school day which residential staff, school staff, and parents attend.

### **Medication Needs**

- All medication consent forms will be signed by parents/guardians
- All medication must be clearly labelled with the correct name and dosage. Medication must be received into the residency in its original packaging.
- Parents must keep staff informed of any changes and will provide up to date information regarding the new medication. An up-to-date copy of the medication consent form must be obtained before new medications can be administered by Residential staff.
- All medication will be stored appropriately and administered in accordance with agreed policies and procedures.
- There will be a trained first aider on each shift to ensure the health and safety of both Pupils and staff.

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

Staff will walk children up to their classrooms in the morning and at the end of the school day. This ensures that staff can give a verbal handover between residential staff and class teacher/assistant regarding the day's events or any other matters that need to be addressed. This enables an integrated approach. The children/young people have school communication books where the education staff write information about the child/young person's day. Exley/Hewitt House will then respond back in these books on how the child/young person evening/morning has been so a robust handover can be given. Residential staff will also share information concerning the child/young person whilst staying at the residential houses.

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

## **Arrangements to promote children's/young person's participation in hobbies, recreational, sporting and cultural activities.**

Children/young people at the home are actively encouraged and fully supported to continue with or take part in suitable activities and hobbies. These may include football, swimming, rebound, gym sessions, trampolining, hydro pool sessions and ball games.

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

## **Arrangements for Religious Instruction**

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

## **Arrangements made for contact**

Heronbridge operates an open-door policy and residents are encouraged to maintain links with family and friends. Parents/guardians are encouraged to play a full part in the life of the child/young person by:

- Maintaining contact with staff either by phone or via a home book
- Making arrangements to visit
- Children/young people can use the house phone to speak to parents/carers if they wish.

Some of the children that live in Exley and Hewitt House have limited communication skills. Some have issues in relation to being able to communicate their anxieties about being separated from their family and that which is familiar to them. Staff will be sensitive to their emotional needs and feelings, giving comfort and reassurance when needed.

## **Types of accommodation and sleeping arrangements**

Exley and Hewitt House provide a home for two children/young people, in each house, at any given time. At night there is one member of staff undertaking sleeping in duties and one member of staff undertaking wakeful duties.

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

Exley and Hewitt House will provide each child with individualised services and interventions through the delivery of their care and support plans which will be routinely reviewed in accordance with statutory timescales. If the children's care and support plans identify that their assessed need is to have specialist therapeutic techniques then we will use outside agencies to support the home, for example Child and Adolescent Mental Health (CAMHS.)

## **Policy on Behaviour Management/use of restraints**

The behaviour support policy has been developed to promote a positive, stimulating and safe learning environment for our pupils at Heronsbridge School. It endorses our core values of Wellbeing, Independence, Sustainability and Opportunity .

The school has adopted PROACT SCIPr-UK® as a whole school approach to supporting pupils' wellbeing. PROACT SCIPr-UK®, which is BILD accredited, promotes the use of proactive approaches and strategies to support pupils with behaviours, that may affect their learning, safety of themselves or others. Fundamental to this is the principle of Duty of Care in which all staff are responsible for providing a safe environment for pupils and staff. Our policy is that of restraint reduction and recognises that restrictive physical interventions are only entered into as a last resort in dealing with potentially dangerous behavioural episodes

Heronsbridge School has five fully qualified PROACT SCIPr-UK® instructors, who are responsible for staff training and overseeing behaviour support. New staff will receive training as part of their induction and a two-day introductory and foundation course within 3 months of commencing work or as reasonably practical. All Staff undergo refresher training on an annual basis to maintain the protocols, good practice and interventions laid down in accordance with PROACT- SCIPr-UK®. This is a mandatory qualification for those working at Heronsbridge School

Communication is the key to all behavioural strategies. Thought must be given to whether the pupil understands what is being asked of them and whether they have the means to make and express choices

Appropriate positive and proactive support enables pupils to maximize learning opportunities and improves the wellbeing for pupils and staff. Although we must consider varying learning needs and teaching styles, there are some essential features, which need to be considered to establish and maintain a supportive and consistent learning environment.

These include:

- A structured daily routine (scheduling and predictability)
- Communication strategies appropriate to the needs of the individual
- Consistency
- Adequate staffing levels
- Celebrating success
- Opportunities to make and express choices
- Clearly defined expectations of behaviour with rewards and sanctions
- Tasks appropriate to the needs of pupils
- An understanding that all behaviour is communication (in order to get needs met)

Communication is the key to all behavioural strategies. Thought must be given to whether the pupil understands what is being asked of them and whether they have the means to make and express choices

Pupils are assigned a behaviour rating which reflects the frequency and impact of behaviours of concern. The class team review this annually. Any changes to reflect changes in behaviours of concern are to be amended as required. The ratings are Low (no behaviours of concern), Low +, Medium, Medium+, High and High+. Pupils with a rating of Low+ must have an in additional information sheet which informs staff of how to respond positively to behaviours of concern. Pupils with a rating of medium or above must have a Pupil support plan (PSP) which details the behaviours of concern, likely triggers, Proactive, Active and Reactive strategies. All PSPs must be discussed, agreed with and signed by the class staff and parent/legal guardian of that pupil.

Héronsbridge School uses Behaviour Watch, an online reporting system to record and monitor behavioural incidents. All behaviours that are a cause for concern are to be documented on Behaviour Watch. If there are young people displaying behaviours of concern the care manager, or senior would complete a referral form to the Pupil Support Team. A member of the residential team will discuss the pupil during the weekly PST where strategies and actions will be discussed. The PST team will assign a relevant professional to provide additional support to the pupil (e.g. ELSA, psychology support, counsellor, reflexology, Floortime, OT, SALT, medical team, Mental Health Team). If necessary parents/legal guardians and other professionals such as Education Welfare Officer, Educational Psychological Service will be invited to school to discuss reasons for behaviours and strategies that can be implemented. It is important that the staff team are part of the referral process and implement suggested strategies

Formal rules should be kept to a minimum and must be mutually agreed upon where possible. In this way, all have shared ownership of the rules, and everyone is more motivated to keep them. Rewarding required behaviour is far more effective than punishment

Sanctions are the least effective means for learners – the maxim “Praise publicly, criticise alone” is still applicable for several reasons. Being corrected can arouse negative feelings and foster frustrations and hinder learning. It can also give the pupil status in the eyes of his peers in a negative way. Attention should be drawn to *desired* not undesired behaviour. Sanctions need to be considered carefully for individual pupils and where possible be discussed with the pupil.

## **Safeguarding Children at Risk**

Within Heronsbridge School the Headteacher retains overall responsibility for Safeguarding. Our named DSPs for Safeguarding are:

**Jeremy Evans - Headteacher**

**Lisa James-Smith - Deputy Headteacher**

**Dr Sylvia Fowler – Assistant Headteacher**

**Alana Harries – Assistant Headteacher**

The DSP is responsible for ensuring: -

- The smooth running of safeguarding processes within their school.
- That all staff are compliant with safeguarding training requirements and all staff receive Level One safeguarding training via an accredited training source at minimum every three years.
- That all staff are made aware of their safeguarding responsibilities as part of their induction to their employment.
- To maintain a written record of staff signatures to evidence they have received, read and understood the Safeguarding Policy.
- That all staff have an annual reminder of the importance of safeguarding awareness, the procedures to follow and the expected ethical standards of behaviour of staff in relation to pupil safety and welfare.
- Appropriate interactions with Children's Services and other partners with effective sharing of information.
- That all multi agency meetings for children are attended and that appropriate written information is shared with the meeting in accordance with timescales.
- Contribute and be responsible for the school actions within children's care and support plans.
- That support and advice is provided to all staff regarding concerns for the welfare and safety of children.
- Ensure that child protection learning is disseminated to all staff in the school.

The school is responsible for ensuring that every member of staff and every governor knows: -

- The name of the DSP and their role and responsibilities as indicated above and the shadow arrangements in place.
- The protocol and procedures within the school for safeguarding pupils.
- The signs and indicators of potential abuse, neglect or harm.
- That they have an individual responsibility for referring child protection concerns in accordance with the Social Services and Wellbeing Act (Wales) 2014 and the Wales Safeguarding Procedures.
- How to take forward those concerns with the Shadow DSP when the DSP is unavailable.
- That all Looked After Children continue to be vulnerable and will require a consistent level of support, care and monitoring even though they may no longer reside in inappropriate circumstances

### **Anti-bullying**

Head teachers have a legal duty under the “Rights, Respect, Equality: Statutory guidance for governing bodies of maintained schools” (November 2019) to draw up procedures to prevent bullying among pupils and to bring these procedures to the attention of staff, parents and pupils.

### **Implementation**

The following steps may be taken when dealing with incidents:

- If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff who has been approached.
- A clear account of the incident will be recorded and given to the head teacher.
- Incident will be logged in line with the school behaviour policy using Behaviour Watch.
- The head teacher will interview all concerned and will record the incident.
- Class Teachers will be kept informed.
- Parents will be kept informed.
- Punitive measures will be used as appropriate and in consultation will all parties concerned.

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

Due to nature of our children it is highly unlikely that they would be absent without authority. All children are always escorted by a member of staff, both on and off campus, at all times. Should a child run off or go missing the following steps should be taken:

- Search the house and immediate surroundings
- Inform Residential Manager/Senior Staff
- Look out on Eweny Road and search school grounds
- Search places known to child i.e. school classroom
- Inform Head Teacher and phone police
- Inform parents or guardians

Once the child has been found and returned safely to the houses, a review of safety should take place immediately to determine how the child got away and what measures need to be put in place to prevent such an event happening again in the future. A full report of the events and the findings of the review should be written up in full by the Residential Manager and given to the Head Teacher.

## Language and communication needs

Bridgend County Borough Council is committed to the treating Welsh and English on an equal basis when carrying out its public business and to meeting the requirements of The Welsh Language Standards Regulations 2017.

Language is at the heart of safe care and to achieving good quality care outcomes. The service is committed to meeting the language and communication needs of the children who access Exley and Hewitt House. We ensure the methods used to engage with and gain the views of individuals using the service are appropriate to their age, level of understanding and take into account any specific condition or communication need (in line with Regulation 76). Language preference is identified and recorded on the child's care and support plan and Exley and Hewitt House endeavour to provide services that reflect the child's language needs.

We promote Welsh at Heronsbridge by developing a sense of Welsh identity, for all pupils, through the teaching of Welsh as a second language, Curriculum Cymreig and our bilingualism policy. Welsh culture is promoted and celebrated across the school involving pupils in the learning of Welsh songs, poetry, stories and the complete breadth of Welsh heritage. Our aim is to integrate Welsh subtly across the school and to promote a sense of hiraeth.

We believe that it is really important for our children to feel that they belong to a school in Wales and we include valuable opportunities for pupils to develop an understanding of incidental Welsh language skills across the curriculum through daily greetings, use of songs and key phrases. Welsh is interwoven throughout the school day.

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

## **Section 4: Staffing Arrangements**

Ratios of staff: the children will be supported by at a minimum of 1 to 1 care, the ratio will be increased as specified in individual child's/young person's care and support plans. At night, there will be a minimum of two staff in residence in each house, one undertaking sleep in duties and one waking night. Due to the children/young person needs they are supported 18 hours a day 4 days a week.

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

Permanent staff at Exley and Hewitt House either hold or are working towards the required qualification to practise within a regulated service and to register as a Residential Childcare Worker with Social Care Wales. These requirements are set out within the Social Care Wales document: 'Qualification framework for social care and regulated childcare in Wales'. The qualifications detailed below are limited to those required, although many staff members hold other qualifications in addition.

#### **Staff Team**

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

Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People) Wales & Northern Ireland

Level 5 Diploma in Leadership for Health and Social Care Services (Adults Advanced Practice) Wales & Northern Ireland

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

Level 5 Diploma in Health and Social Care Services (Children and Young People) Wales & Northern Ireland

## **1 x Senior Residential Worker**

Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People) Wales & Northern Ireland

Level 5 Diploma in Leadership for Health and Social Care Services (Adults Advanced Practice) Wales & Northern Ireland

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

Level 5 Diploma in Health and Social Care Services (Children and Young People) Wales & Northern Ireland

## **4 X Residential Workers**

3 x Qualified or working towards Level 3 Diploma in Health Social Care Services (Children Young People) Wales and Northern Ireland .

1 x Staff working towards Level 5 Diploma in Leadership for Health and Social Care (Children and Young People) Wales & Northern Ireland.

## **Casual Residential Care Workers**

Casual workers are engaged to act as additional staff to meet the care needs of children/young people i.e. 2:1 support, to cover sickness and training requirements.

## **B) Staff Levels**

The staffing structure is as follows:

- Residential Manager X 37 hours
- Senior Residential Worker x 32 hours
- 4 x Residential Workers x 32 hours Plus 1 vacant post
- Casual Residential Workers

### **C) Specialist Staff**

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

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

Staff are deployed between Exley House and Hewitt House. Staff work a three-week rota, two weeks of afternoon shift, plus one sleep in and the third week is awake nights. Six staff, plus the Registered Manager, and casual staff (to cover 2:1) work every evening. Five staff plus an additional staff member to support the transition to school, work in the morning. One staff on awake shift in each house overnight, and one sleep in at each house.

All staff have appropriate checks undertaken by Human Resources.

### **E) Arrangements for delegated staff**

All staff must complete BCBC's Corporate Induction to assist in them understanding their role and strengthen their competencies.

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

The Head Teacher is the designated Responsible Individual (RI) who oversees the day-to-day management of the staff team, and the care provided to the children and young people placed at the residency. The residential manager is accountable to the Head Teacher and the school's Governing body.

### **F) Arrangements for supervision, training and development of employees**

Supervision has an essential role in the effective management of staff performance and practice and is a primary means by which staff are supported to evidence accountable practice. Regular, planned and competent supervision is both a right and a requirement for all members of staff. Supervision takes place once every 3 months –January, April, July and October and these are carried out by the Registered Manager/Senior Childcare Officer. Supervision sessions are recorded and placed in the Supervision File.

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

Staff development is part of an ongoing process that includes training and supervision; team meeting; working as part of a team, key working and joint working with education staff and other professionals, and agencies.

## **G) Staff training**

Training is an essential part of developing the practice of our staff and to support the delivery of good quality care. All staff receive ongoing training appropriate to their role. All staff will complete an induction and go through a six month probationary period. Staff will also complete the Corporate Induction Framework. Once staff have completed their induction they are put forward for the required Health and Social Care qualification.

Staff have access to a programme of core training provided by Heronsbridge School which include areas such as Safeguarding Children, First Aid, Manual Handling, Medication Awareness and Administration, Behaviour Management, Communication for non-verbal children, Autism Awareness, Trauma Informed Schools, Fire Safety and Mental Health First Aid. Staff have access to e-learning on BCBC's Learning and Development and numerous courses on Creative Education.

All staff have undertaken a Disclosure and Barring Service (DBS) check and will have documentary evidence of this.

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

Exley and Hewitt House offer a comprehensive range of services and facilities to meet the needs of each child.

Both houses are identical in design. Both are two floor buildings set within the grounds of Heronsbridge School, overlooking the football field. The buildings offer safety, and security within a comfortable, home-like environment.

Exley & Hewitt House offer:

Kitchen: Equipped with a large larder fridge/fridge freezer, cooking facilities, dishwasher, washing machine and tumble dryer.

### **A) Number of single rooms**

Two children/young people's bedrooms: The bedrooms are well equipped with toughened furniture offering plenty of storage and a TV stored securely behind a Perspex screen. Individually decorated suited to specific individual needs and allowing some choice

### **B) Number of rooms with ensuite facilities x1**

Staff bedroom Exley House: staff sleep in room and private shower room and toilet facilities, staff storage and TV.

One understairs locked cupboard with a lockable cabinet to store medication.

Office Hewitt House: Staff sleep in room and private shower room and toilet facilities. Also functions as the office. A telephone is available for private use. The office always remains locked due to confidential nature of the paperwork stored inside.



### **C) Number of dining areas**

One dining area

### **D) Number of communal areas**

One lounge: this is a communal room where children and young people have opportunities to engage with each other and form friendships, watch television or DVDs and a sensory bubble tube.

### **E) Bathing facilities**

Bathroom with bath and overhead electric shower, wash hand basin and toilet.

### **F) Specialist equipment**

There is no specialist equipment in Exley and Hewitt House.

### **G) Access to outside spaces and facilities at this service**

The garden areas are enclosed with fences. The gardens can be accessed directly through the patio doors from the living room. Gates are secured from the outside. Children/young people can play ball games, jump on the trampoline, and relax while having snack or some sensory exploration. There is a shed within the garden of Exley House.



Children/young people can use outdoor play areas within the school grounds, including the orchard, the gym pitch and explore the kitchen gardens or walk in the grounds.

There is designated parking for up to four cars and a minibus between both houses.

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

The main entrance is locked. The key stored in a locked box. All staff carry spare keys to open the locked box to access the front door key in the event of a fire, or to exit the premises. There is also a Fire Exit on the side door, through the kitchen which is fitted with a thumb lock.

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

There is no CCTV on either premises.

### **Fire precautions/procedures**

A Fire Alarm and smoke detection system is in operation throughout both premises. Fire-fighting equipment is installed in the form of fire-blankets and extinguishers. Emergency lights are tested monthly, and drop test carried out annually. Fire Exits are checked to ensure that they are free from obstructions. Fire alarms are tested and recorded weekly. The school has a Fire Inspection every year and residency also have a Fire Risk Assessment carried out by the BCBC Fire Safety Officer. All fire equipment is tested on an annual basis.

Staff access fire prevention e-learning and have attended Fire Safety training.

Fire drills are carried out when the children/young people are absent due to the stress, and anxiety this causes for our children/young people. Staff role play scenarios and go through the fire evacuation procedures during team meetings on alternate months. These are recorded and stored in our Health and Safety File.

## **Residential Evening Programme**

3.30-4.15

After coming down from school the residents are given a substantial snack and changed out of school clothes. Free time

4.15– 5.30

Activity of choice-rebound, orchard, gym, dym pitch, TV, swimming, trampoline, garden, walk, hydro pool

5.30-6.00

Evening meal, or takeaway

6.00- 7.30

Hydro pool/rebound/orchard/DVD's/dym pitch/walk/cookery/colouring/puzzles/books/sensory play/art/pocket money shopping

7.30-8.00

Bath/shower/supper/medication

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

### **Quality Assurance**

The Responsible Individual for the service reports directly to the Statutory Director of Education. The Responsible Individual will ensure the quality, safety and standard of service is maintained at all times and meets regulatory requirements in line with the Statutory Guidance for service providers and responsible individuals on meeting service standard regulations relating to Parts 3 to 20 of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

The Responsible Individual will establish and maintain arrangements for monitoring, reviewing and, where necessary, improving the quality of care and support provided by the service. They will visit the homes on a monthly basis, inspect the premises of the home, its daily log of events and prepare a written report on the conduct of the home.

This will include a system for reviewing the quality of care and support at least every six months, resulting in the preparation of a report to the service provider, which will inform the statement of compliance and service provider's annual return.

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

# Management Structure

**Bridgend County Borough Council**

/

**Governing Body**

/

**Responsible Individual**

/

**Registered Manager**

A range of policies and procedures are available to staff and reviewed regularly to ensure currency. All staff are aware of their responsibilities under the Code of Professional Practice for Social Care.

Records are kept in line with data protection legislation and all data is handled subject to the directorate Fair Processing/Privacy statement

(<https://www.bridgend.gov.uk/media/3891/fair-processing-statement-social-services-and-wellbeing.pdf>).

Any individual with concerns over the way BCBC handles their personal data may contact the Data Protection Officer at the Council or the Information Commissioner.

Data Protection Officer, Bridgend County Borough Council, Information Office, Civic Offices, Angel Street, Bridgend CF31 4WB. E-mail [foi@bridgend.gov.uk](mailto:foi@bridgend.gov.uk) . Telephone 01656 643565

Information Commissioner's Office – Wales, 2nd Floor Churchill House, Churchill Way, Cardiff CF10 2HH Telephone: 02920 678400 Fax: 02920 678399 Email: [wales@ico.org.uk](mailto:wales@ico.org.uk) Website: <https://ico.org.uk/>

Staff working in the service are supported to raise any concerns that they may have in relation to service provision. Any concerns will be thoroughly investigated and acted upon as necessary. Bridgend County Borough Council has in place a Whistleblowing Policy to afford staff the necessary protection to report malpractice or other concerns

A range of policies and procedures are available to staff and reviewed regularly to ensure currency. All staff are aware of their responsibilities under the Code D.

## **Complaints**

Ideally, any complaints should initially be raised directly with the service in the first instance, where the registered manager or senior staff member will try to resolve it immediately. However, if this is not possible, there are two stages to the complaints process:

### **Stage 1 – Local Resolution**

We will acknowledge complaints within 2 working days of its receipt. The complainant will be contacted within 10 working days of the date of acknowledgement by the person looking into the complaint and they will offer to meet with the complainant face-to-face or can discuss the complaint over the telephone. The discussion will ensure that we understand the complaint and what the complainant would like to happen.

When the complaint has been resolved, we will write to the complainant within 5 working days of the date that the complaint was resolved.

### **Stage 2 – Formal Investigation**

If the complaint has not been resolved at Stage 1, the complainant can request that the complaint be investigated by a person who is independent of the Council.

If the request is granted, we will write to the complainant with a formal written record of the complaint (as we understand it) within 5 working days of the date of the request.

Before the investigation can start, the complainant will be asked to confirm that our understanding is correct and also to confirm what they would like to happen. The date on which the detail of the complaint is agreed will be the 'start date' for the complaint investigation.

A response to the complaint investigation should be sent to the complainant within 25 working days of the 'start date'. If this is not possible, we will write to them and tell them why there is a delay and when they are likely to receive the response. This will be as soon as possible after the 25 working day deadline and no later than 6 months from the date we received the complaint.

In our response we will:

- Summarise the complaint
- Describe the investigation undertaken, stating whether the complaint is upheld, partially upheld or not upheld and explaining what action will be taken (if any)
- Apologise where appropriate
- Enclose a copy of the Independent Investigator's Report. (If there is a specific reason why we do not provide this, we will why)
- Offer the complainant an opportunity to meet with us to discuss the response and the Independent Investigator's Report.
- Advise how the complainant can refer the complaint to the Public Services Ombudsman for Wales if they are still not satisfied with the outcome of the complaint.

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

Feedback from Complainants: we want to hear from complainants about their experience of using our complaints procedure. They can do this by completing and returning our feedback questionnaire. This will only take a few minutes of their time and will provide us with valuable information to ensure that we handle complaints as effectively as possible.

## Useful Contacts

### Complaints Office

Bridgend County Borough Council

Directorate of Wellbeing

Civic Offices Tel: 01656 642253

Bridgend, CF31 4WB. E:mail: [social.services@bridgend.gov.uk](mailto:social.services@bridgend.gov.uk)

### Children's Commissioner for Wales

Oystermouth House

Charter Court, Phoenix Way      Tel: 0808 801 1000

Llansamlet      Fax: 01792 765601

Swansea, SA7 9FS      Email: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

### Care Inspectorate Wales (South West Wales)

Government Buildings

Picton Terrace      Tel: 0300 7900 126

Carmarthen, SA31 3BT      Email: [CIW.Carmarthen@gov.wales](mailto:CIW.Carmarthen@gov.wales)

### Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae      Tel: 0300 790 0203

Pencoed      Fax: 01656 641199

Bridgend, CF35 5LJ      Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

## **Policy on anti-discriminatory practice**

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

Disabled children are at significant risk of experiencing discrimination. Staff members are especially alert to practices which disadvantage disabled children/young people and seek to redress them, where possible.

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

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

## **Arrangements for consultation with children about the operation of the home**

The houses are committed to empowering children/young people, to have their say and their views and opinions are heard in a positive manner.

Staff are alert to the child's/young person's wishes, feelings and needs. These can be expressed verbally and non-verbally; and staff consistently respond in a sensitive and appropriate manner

Children/young people are encouraged to participate in planning activities and care within the home and in the wider community during their placement, considering individual preferences. This ensures that the day-to-day operation of the home is responsive to the needs and views of the children/young persons who receive the service.

## **Health and safety**

Health and safety checks are carried out within set guidelines, this includes:

Fire safety checks

Environmental checks

Legionella management checks

There is also a schedule of maintenance undertaken which covers:

The heating system

Electrical wiring

PAT testing