



# TY RHOS BACH YOUNG PERSON WELCOME GUIDE



# WHAT OUR HOME OFFERS

**Hello! This welcome guide has been created to support you with your move to our placement, We understand that moving into a different home is a big change in a young person's life. We also understand that change can make people think and feel all sorts of different things at first. All staff will help to make sure that you feel welcome, supported and settled with us. Ty Rhos Bach offers a home for up to 3 young people – usually aged between 11 and 18. There may be a variety of reasons why you are staying with us and your length of stay will depend on your circumstances, but usually, young people live with us for three months.**

**The team are here to support you and encourage positive development. We will work with you to ensure you feel supported, well cared for and comfortable. Ty Rhos Bach is a safe home where you are free from harm and danger. We will make sure you have access to medical support for all your health needs and the team will provide first aid and educate you on keeping healthy.**

**We are a team and invite you to be part of our team that aims to give you a feeling of belongingness and building meaningful relationships with others. We aim to support you to make friends in and out of the home to develop positive relationships.**

**We are here to ensure you are respected by others and you respect them too. We are here to support you, to get to know yourself better, understand all the changes that you will go through as you grow older and help others know you and understand you better.**

**We promote the development of young people so we will support you in your day to day activities which replace full-time education. We will make sure that you attend these activities and provide any support you may need. We are here to help you discover your future dreams and develop independence skills to help reach these.**

**We will actively involve you in your care planning, taking your views into account while supporting and working with you to understand your placement, and decisions that may be made**

# THE ACTIVE OFFER

**Every young person who comes to stay at Ty Rhos Bach has the opportunity to communicate in the language of their preference.**

**In Wales, there is a legal obligation for young people to be given the 'Active Offer'. This means that every young person is given the chance to have the service that we offer at Birch Grove in Welsh.**

**This 'Active Offer' means that the young person does not have to ask to be communicated within Welsh they are automatically offered it.**

**This ensures that young people can feel comfortable communicating with staff and that we can provide the best possible support.**

**Each young person can choose whether they want to be spoken to in Welsh, have their paperwork in Welsh or both it is totally up to them.**

# LINK/KEY WORKERS

**The team will help you to settle in the home by showing you around, introducing you to the team and helping you choose items for your bedroom to make it your own. Your link worker makes sure you start building positive relationships. You will have Link workers and one Keyworker who will be there for you to actively talk to and support your plan and shape all your needs. They will support you to identify problems you might be experiencing and see how best you can solve them.**

**Your key worker will aim to build positive and trusted relationships with everyone involved in your care.**

**The Link workers will work with you to carry out your assessments, identify your needs and objectives that you want to achieve. Your Link/Keyworker will make plans to help you achieve your goals, add motivations to reward you for positive behaviours and support you to deal with negative behaviours by individualising your incentive chart.**

**The key worker will arrange appointments and attend appointments and meetings with you when they are available, if not they will make sure you have support from the team.**

**You will have 2 key work sessions a week which will take place with staff, where you will be able to review your progress, discuss any concerns you have, and work towards achieving your goals.**

# CHILDREN'S RIGHTS- THE 7 CORE AIMS

**Have developed a flying start in life and the best possible basis for their future growth and development**

**Have access to a comprehensive range of education, training and learning opportunities including acquisition of essential personal and social skills**

**Have a safe home and community that supports physical and emotional wellbeing**

**Have access to play, leisure, sporting and cultural activities**

**Is not disadvantaged by child poverty**

**Children are listened to, treated with respect, and are able to have their race and cultural identity recognised**

**Enjoy the best possible physical and mental, social and emotional health, including freedom from abuse, victimisation and exploitation**

# OTHER PEOPLE YOU CAN CONTACT

- **INDEPENDENT REVIEW OFFICER (IMO)**
- **CHILDLINE, 0800 1111**
- **POLICE, 101, 0845 045 45**
- **CHILDREN'S COMMISSIONER FOR WALES-  
SALLY HOLLAND, 08088011000**
- **NATIONAL DRUGS HELPLINE, 0800776600**
- **CSSIW INSPECTORATE BODY,  
0300 9700 126**
- **INDEPENDENT ADVOCATES, TROS GYNOL,  
01982552450**
- **MEIC (INFORMATION ADVICE AND  
COUNSELLING)**
- **SOCIAL WORKER**

Advocacy	Compliments	Complaints		
<p>You have the right to access the independent advocate who could provide additional support for you in relation to a complaint</p>	<p>How to tell us is things have gone well:</p> <p>Fair Ways welcome any positive feedback too!</p>	<p>Not happy?</p>	<p>Do you have a problem?</p>	<p>Are you worried?</p>
<p><b>Voice</b></p>	<p>If you have been particularly happy with something please let us know so we can pass on your compliments</p>	<p>Are you unhappy about what is happening to you?</p>	<p>Can't solve your problem?</p>	<p>Do you want someone to listen?</p>
<p>Voice is an independent national charity committed to empowering children and young people in care.</p> <p>They are an advocacy service that could provide you with support. Their freephone number is 0800 800 5792</p>	<p>to let us know please either talk to a staff member of choice or complete complaints/ compliments form</p>	<p>Do you have a complaint?</p>	<p>Do you feel left out or picked on?</p>	<p>Do you think you're unfairly treated?</p>



# BULLYING

**At Fairways we recognise that bullying can come in all different types, and anyone can be a bully or get bullied. We have a zero-tolerance approach towards bullying at Birch Grove and the staff team will fully support young people to feel safe. This is achieved by staff challenging any behaviours that they see as bullying or discriminatory behaviour, and ensuring that anyone who is feeling bullied is supported. Staff will also address bullying behaviours with any young people who are seen as a bully and will offer support through key work sessions.**

**At Fair Ways, we promote the well-being of all of our young people and fully value their right to lead a fulfilling and meaningful life.**

**If you feel bullied then we would like you to talk to staff and support will be offered. If you feel that staff cannot help, then there are advocates available. The number for these are on page 7.**

# POCKET MONEY & CLOTHING AND TOILETRY ALLOWANCE

**Each week you will earn your pocket money through keeping communal areas and your bedroom clean, and this will be allocated to you on a Saturday after your weekly room clean. This money is for you to spend or save however you wish.**

11 years old	- £4.50
12 years old	- £5.00
13 years old	- £5.50
14 years old	- £6.00
15 years old	- £6.50
16+ years old	- £7.00

**If you deliberately damage any property, you will be offered the opportunity to help fix this, however if you are unable to fix it then you will pay reparations from your weekly pocket money, up to one third each week, until this is paid off.**

**You will receive money for clothing and toiletries every Saturday. You will receive £5 per week for toiletries; this can be carried over to a maximum of £40. You will receive £15 each week for clothing; this can be saved up if you wish. There is no limit to how much you save however it must be spent on clothes only. This is to be spent at the weekend; staff will accompany you whilst you are shopping.**

**Incentive - Each week you will also be rewarded with incentive money for positive behaviours, and this can be doubled up every 4 weeks if you consistently show positive engagement.**

# ACTIVITIES

**During the evening and weekends there are a wide range of activities for all young people to participate in locally, including going to the gym, swimming, doing arts and crafts, watching the TV and playing computer games, playing board games, going camping and playing snooker. You will be encouraged to continue any hobbies you already have, and to explore new interests whilst living at Ty Rhos Bach. Your key worker will help you to explore local options and make arrangements for these.**

**It is expected that you will attend daily activities which start at 10am, and take place with care staff and Activity instructors, who will complete an induction with you, introduce you to all of the activities we offer, and then tailor your activity programme to your needs and talents. You will work towards achieving an ASDAN award and other outdoor qualifications such as NICAS. Some of the activities we offer include Coasteering, Rock climbing, mountain exploring, Walking, Bush craft and many more. We will ensure you have everything you need for these activities including walking boots and your own activity pack.**

# HEALTH CARE

**It is important that you have and maintain good health whilst staying here. We will make sure that you eat a balanced diet, have an opportunity to do activities in the evenings and that you receive regular check-ups at the doctors, dentist and opticians you must attend these appointments, staff will support you on these visits.**

**If you are feeling unwell, staff can help by giving you some medical attention like a pain killer or by making an appointment with the G.P.**

**We do not allow any alcohol or drugs at Birch Grove. We recognise that many of you may already be smokers when you arrive at Birch Grove. We will attempt to discourage this and support you to give up. You are not allowed to smoke anywhere in the house, or without your parent's consent.**

**If you need advice on contraceptive or other sexual health matters, this can be arranged by yourself if you feel you can or by discussing with staff, who will make relevant appointments.**

# DAILY ROUTINE

**Monday to Friday you will be given a 'wake up call' as you will be going on activities or to school it may be that your 'wake up call' will be earlier if you wish.**

**Breakfast is the most important meal of the day and you will be encouraged to eat well before you leave for activities, usually, we organise ourselves cereal or toast etc (cooked breakfasts are best enjoyed when we have more time – i.e. at weekends).**

**Shower routine will be discussed with you when you first arrive. We expect you to shower at least once a day and certainly after exercise or getting messy while out.**

# EVENING ACTIVITIES

**After activities we all participate in a meeting, where your day and activities for the evening will be discussed, there is free/independent time after this where you can tidy your room relax watch TV listen to it may be a good opportunity for a key work session and each YP will assist with helping with dinner preparations such as:**

- Laying the table**
- Loading the dishwasher**
- Assisting with cooking**
- Clearing the table**

**Dinner will be between 17.00-18.00.**

**In the evening, we will all sit together for our main meal. These meals are prepared by staff and young people together and include everyone's favourite dishes. Meals are discussed at the Young Person's Meetings and a weekly menu will be created based on your likes and dislikes.**

**On your return to the house, it is expected that you are settled in your bedroom by the stated bedtime, unless you have been given an extension. This is dependent on age. Bedtime extensions at weekends are negotiable with staff.**

## BEDTIMES:

**Up to age 13: 9 pm**

**14+: 9:30**

# **FIRE SAFETY**

**Just like at school and workplaces we have a fire alarm that we need to test regularly. We will organise regular drills to test the system. We often involve the young people in the fire tests so that you can become aware of what to do in the event of a fire.**

**When you arrive you will be shown how to leave the building safely in an emergency.**

**Fire is dangerous – we insist that you do not smoke anywhere but the designated area.**

# FAMILY AND FRIENDS

**We would like it very much if your family and friends are able to visit you at Birch Grove. In the same way we hope you are able to keep old friendships as well as make new ones. Any visitors to the house will be invited guests who have contacted the staff prior to their arriving.**

**We have a phone for you to use if you wish to contact your family or social worker please just ask staff for the phone, when needed there are no limits to how many times you use the phone when calling family or social workers. Calls can be made to friends but these will be time-limited.**

**Cards, letters, photos can be written and sent to family and friends please ask your key worker if you need any assistance with this.**



# YOUR BEDROOM

**Living with other young people can at times be chaotic. Your bedroom is your only private place. You may be given a key to your room; you can keep your possessions safe if you choose. You may decorate your room with posters and other materials. Young people are allowed to enter each other's rooms if you are granted permission. If you are in another young person's room the door must be kept open and a staff member supervising.**

**You will be expected to keep your room tidy throughout the week including changing bedding, turning the mattress, putting washing on and cleaning all surfaces. If the staff suspects that you have been under the influence of drugs or smoking in your room, a room search will be carried out. If there is evidence you must complete a thorough room clean.**

**Take care when lending friends clothes etc, as we cannot be responsible for loss or damage.**

**I HAVE READ THE WELCOME BOOK  
THOUGH WITH MY KEY  
WORKER/STAFF MEMEBER**

**MY VIEWS OR CONCERNS ARE...**

**SIGN**

**NAME**

**STAFF SIGN**