



Ty Cribbyn

Statement of Purpose



Fair Ways Vision, Mission and Values

Our Mission

Making a difference through passionate care, support and education. As a charity we measure our wealth by making a difference, not by making a profit.

Our Values

Our values form the heart of the work we do, defined by Fair Ways Workers. By creating a culture that values every individual, we can harness and develop their potential so that they may achieve great things. We strive to:

1. Make a difference!
2. Value every individual.
3. Listen to each other, develop each other, and reach our potential.
4. Put quality and passion into what we do

We, therefore, expect every individual within the organisation to play their part:



About the Provider

The name of the registered provider is Fair Ways

The Registered Provider Address is:

Fair Ways,
Building 1000,
Western Road,
Portsmouth,
Hampshire,
PO6 3EN
Tel: 023 8023 0400.

The Name of the home is: Ty Cribyn

Telephone: 01874 638052

The Legal Entity is: Fair ways Community Benefits Society

Responsible Individual: Jonathan Loney

Registered Manager : Zack Snape

The focus of the service provision at Ty Cribyn will be an Residential Service for young people with complex needs. We will provide care for Longer term residential placements for young people up to the age of 18 and will look at positive transitions to placements closer to home of for young people to move back with family. Our team work a '2 days on and 4 days off' rota- the consistency of which allows for positive relationships to be built.



Description of the location of the service

Ty Cribyn an imposing late Victorian house with fine views near the top of the Swansea Valley,

Community facilities and services available in the local area:

Doctor: Young people will be registered with Ystradgynlais Surgery which is; Heol Tawe, Abercraf, Swansea SA9 1XS. Staff will support with any appointments made.

Opticians: There are numerous opticians located in the Ystradgynlais area including local optician Jenkins Davies R . An appointment is made with opticians for each young person.

Dentist: Young people have access to the emergency dentist at Brecon Hospital when required. Young people will be registered at Ystradgynlais Dental Practice; 17 Commercial St, Ystradgynlais, Swansea SA9 1HD

Youth Justice Service: YOT referrals are made through social services and they work closely with staff at Cefn meusydd when a young person is accessing their service.

Hospitals: Ystradgynlais Community Hospital is close to the home but Morriston Hospital has a minor injuries department open 24 hours a day and is 14.4 miles away from the home. Prince Charles Hospital in Merthyr Tydfil has an Accident and Emergency department and is approximately 18 miles from the home.



Outdoor Adventures

We utilise 'Fair Ways Outdoor Adventures' a company owned by Fair Ways CBS to provide an outdoor activity programme which is part of the day to day running and structure of the home. Fair Ways Outdoor Adventures staff are qualified outdoor instructors and this enables us to offer ASDAN (Award Scheme Development and Accreditation Network), climbing, First Aid and Paddle sport qualifications to our young people.

Young people will be able to work through sections of ASDAN based on the activity for the day, where this is planned in order to be able to gather evidence for the relevant unit to work towards qualifications to help young people develop knowledge and skills for learning, work and life. An example of the outdoor activities provided include mountain biking, kayaking/canoeing, coasteering, gorge walking, rock climbing (indoor and outdoor), bush craft, camping, mountain walking, geocaching and other craft exercises.



Young people will also be provided with a photo book at the end of their placement which will include photos of different activities and events the young people have been a part of. Also short captions of how the young people were feeling on that day which allows them to look at the memories they have made.

The home is in Just on the outskirts of the Brecon Beacons National Park and young people are actively encouraged to experience the outdoors within the National Park.



All sporting activities are comprehensively risk assessed before the activities are agreed and the young people's social workers provide consent prior to the young people engaging in any activity.

Leisure: The home utilises leisure facilities in and around Ystradgynlais, Neath, Cardiff and Swansea. The home is close to the cinema in Merthyr Tydfil, Swansea.

Young people are offered opportunities to shop for clothes, toiletries and beauty products in the local area and other towns and cities such as Cardiff, Swansea, and Merthyr.

Young people are also supported to access beauty facilities such as barbers, hair salons and nail salons in their free time if this is something they request.

Clubs: The home has several clubs within driving distance. They include: Abercrave rugby and football club. Swansea Athletics club is close to the home and there are many different sporting clubs in Swansea and Neath

About the Service Provided

The focus of the service provision at Ty Cribyn will be a residential children's service for young people with emotional behaviour difficulties. We will provide care for young people for a more longer term care and support. Ty Cribyn is different to our other two Welsh homes as it allows for a step down provision and then can have a more positive transition for the young people. Throughout placements young people may spend time away from the home with staff in holiday accommodation, camping, or other facilities in situations where they will benefit more from one to one support.

The team is consistent and offers structure, boundaries and routine to the young people we care for. We carry out work focusing on self-esteem, identity and the development of internal strategies of control to promote a sense of personal responsibility. We will creatively plan, with placing authorities, to provide a smooth planned transition into the home in accordance with Regulation and Inspection of Social Care (Wales) Act 2016.

a) Range of needs we can support

Ty Cribyn is committed to achieving person centred positive outcomes for the young people who live at the home. The home will follow the principles of the Regulation and Inspection of Social Care (Wales) Act 2016, Wales Safeguarding Procedures 2019 and the main principles of The Welsh Assembly Governments towards Social services and Wellbeing Act 2014. We monitor progress by utilising our incentive charts, summaries of placement and allowing the young people to achieve positive rewards which are based around their needs.

The young person has a personal plan, where the child's needs are clearly documented with evidence of how these needs are met recorded daily. At the end of each month these are reviewed and evaluated by the young person's Key worker, and a monthly report is then compiled outlining progress and or areas for further development. The young person will also review these documents with their key worker to identify their own achievements.

The young people who come to us may have suffered emotional, physical or sexual abuse in their childhood, have often experienced trauma and may have experienced rejection or separation from their families. They may have experienced multiple placements, exclusion from or under-achieving in mainstream education, been involved in absconding, offending, self-harming behaviour or alcohol / substance misuse. Many may experience difficulties in establishing and maintaining positive relationships (with peers and adults) due to underlying attachment issues and be unwilling or unable to express their own feelings. Staff are aware of the impact this can have on development and behaviour and will work in a child-centred way to support the best outcomes of the young person. All staff undertake in-house RiiSE training. This focusses on being a trauma-informed home, in order to best support the young people in every aspect of their care.

We believe that all young people have the ability to grow and develop intellectually and emotionally and to acknowledge and understand the factors in their lives that cause unhappiness. With a Playful, Acceptance, Curiosity, Empathy (PACE) approach, these young people may have the ability to develop insight and opportunity to invest in aspects of their life and this will be discussed during pre placement visit. The consistent shift pattern allows young people to form positive relationships, within the home we endeavour to be child-centred and focus on meeting each individuals needs.

We can offer placements for:

- Young people of either sex, up to the age of 18.
- Young people who have often experienced placement breakdowns.
- Young people who display anti-social, aggressive or risk-taking behaviours which makes it difficult for them to be accommodated in other setting – e.g. family, foster, Placements.
- We don't accept physical disabilities due to the home layout
- We won't accept Serious Self Harm and young people with high complex learning needs and Autism on the high spectru

Model of Care

How outdoor education placements can positively influence and change perspective in children that have experienced complex trauma the areas are;

- competence, confidence, connection, character, contribution, coping and control -



Coping skills

- Identify challenging behaviours and adopt coping strategies to help the individual manage their emotions and regulate independently.
- Liaise with key professionals to identify the need of progression within the individual to ensure that future placements reflect their need.
- Educating the young people around their own personal safety and steps they need to take to ensure that they are keeping themselves safe when out in the wider community.

Confidence

- Support the individual in activities they achieve in and feel good about themselves in.
- Using relationships with staff that have been built in a healthy environment to show them that adults can be trustworthy and their previous experiences are not a reflection of themselves or their fault.
- Supporting young people to lead/organise activities with the future potential to lead other young people.

How we work with this model in our homes

Character

- Support and nurture personal passions and aspirations to support growth in these areas.
- Within our practice we are non-judgemental and embrace individual differences.
- We accept that the children and young people we work with have come from different backgrounds with sets of values that differ to our own. This is why we find family/friend time to be beneficial in our programme where this is appropriate and in support of the individual's growth.

Competence

- Giving the opportunity to identify an activity that they feel they can achieve in.
- Develop on skills they have already come to us with such as a passion for sports etc.
- Revisiting activities they are interested in to build basic skills for future development.

Connection

- Due to the environment our intervention placement is in we do noticeably see that children are able to develop close bonds with staff quite early on within their placement. This is because the outdoor education programme incorporates activities around trust and team building.

Contribution

- Weekly house meetings
- Key working sessions
- Taking part in celebrations throughout the year.
- Cooking meals for the house (themed nights)
- Contribution to wishes and feelings for CLA
- Young person questionnaires.
- Some children have attended hobbies and voluntary work.

Control

- We understand that the individuals placed with us have had adverse childhood experiences and trauma that have led to them being a looked after child that are of no fault of their own, however we do support the individual to identify and acknowledge their own behavioural choices and try and help them to understand as to why they may be displaying certain behaviour. Alongside this we support young people to find ways in which they can get their needs met with socially appropriate communication and behaviour.
- Our IBSP's (Individual behaviour support plans) are specific and detailed written alongside the young people to help identify their areas of need within regards to their behaviour and how they feel they can be best supported. This is a great tool for ourselves and future placements.
- Advocacy meetings.
- CLA review input.

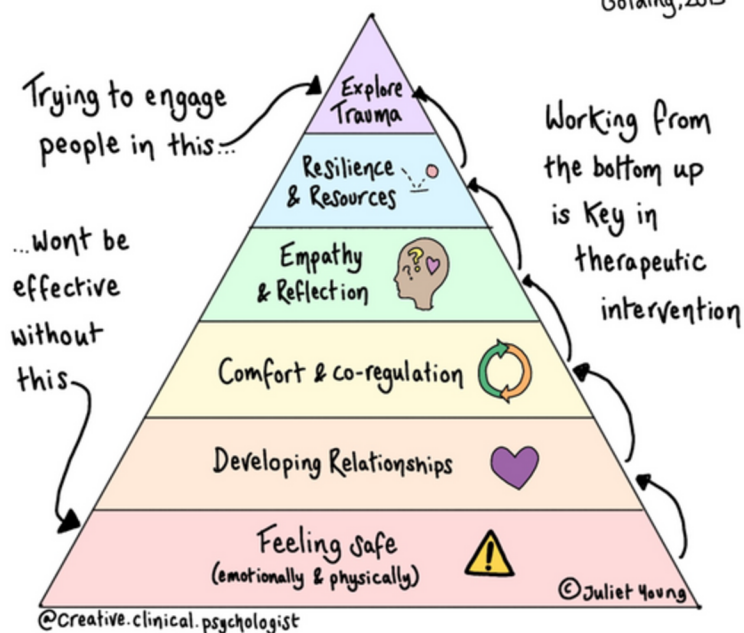
As well as our resilience model specific to our intervention homes in Wales. We do have an understanding and draw guidance from Kim Golding's hierarchy of needs.

This is a parenting tool we use alongside the resilience model. We are however aware that as we are a short residential placement it is challenging to meet all criteria around Kim Golding's model of care.

This is why we have adapted our model around this, ensuring our staff are knowledgeable around child development within regards to healing and growing through their trauma.

Therapeutic Needs Hierarchy

Golding, 2015



How we Evidence This?

Key working sessions specific to the child's identified needs.

Team around the child meetings.

Formal assessment completed by clinical team.

Placement summaries to be used for ongoing referral support.

Management audit forms from observing outdoor education activities.

Feedback forms from social services, family members (where appropriate) and the young person's questionnaire.

Evidence from FWOA – qualifications, photo books, daily notes.

How the care service is provided

Arrangements for admitting, assessing, planning and reviewing people's care

All referrals for admission to Ty Cribyn will be overseen by the home management team and the Fair Ways' Placements team.



Placements will be admitted to the home following a pre-admission assessment and a reasonable transition period. We recognise that the nature of admissions may not always allow for a transition period however, the home will endeavour at all times to follow good working practices where the Registered Manager will consider what an appropriate referral is through the following process:

- Completion of Referral Forms.

Referral forms from the placing authority will be reviewed by management with any concerns raised directly with placing authority.

- Pre placement visits for all parties

These are completed after we have reviewed the referral document. During this visit we speak with the young people about their wishes and feelings, and give them relevant information about the home. Young people are provided with a welcome booklet and given the opportunity to ask questions. If we are unable to visit the young people in person, a virtual meeting will take place.

- Pre-admission assessment form

Following our visit with the young person we will complete a pre-admission assessment form for the young person. In this form we will record our views of the meeting and suitability of the young person. We will always consider the impact on the young people, staff and wider community.

- Request CLA paperwork (Care plan, risk assessment etc)

It is essential that we receive the most up to date CLA documentation in order to aid us with compiling a personal plan for the young person (along with our own risk assessment and individual support plan). Pre-Admission questionnaire is sent out to placing authorities following the review of the referral alongside consent form . All specific consideration will be given to any behaviours of concern and the Registered Manager will ensure that any such behaviours are addressed in the risk assessment, Personal plan and Individual Support Plan. When the Registered Manager has all the necessary information the decision to admit the young person will be taken. A copy of Fair Ways' Terms and Conditions will be sent to the placing authority.

- Completion of Child's Personal plan/ Risk assessment/ISP (iceberg)

This is completed once we have agreed to the placement of the young person and will be completed in line with Regulation 15.

- Provider Assessment (regulation 18)

The provider assessment considers the young person's personal wishes, aspirations and care and support needs. The information from this is used to further develop a personal plan.

The staff member facilitating the admission of the young person to the home will ensure that, the young person is provided with a full run through of relevant procedures through the young person's guide to Birchgrove – e.g. visiting arrangements, complaints procedure, meal times and routines, pocket money, fire drill, our expectations etc.

If the placement agreement exceeds 72 hours, it is an expectation that a planning meeting will be held (on the 4th day) with the Social worker present.

Costing will be based on the initial risk assessment and agreed prior to admission. We reserve the right to review and revise these costs if required at any time.

Planning and Reviewing People's care

Personal Plans are created and reviewed for all young people, and are done so in compliance with Regulation 15 and 16 of RISCA 2016. A provider assessment is also completed for all young people within 7 days of the commencement of the placement as per Regulation 18.

We aim to ensure that placing authorities follow the statutory reviewing system: after the initial planning meeting; either prior to admission or no more than 72 hours after an emergency placement; the first review will be one month after admission.

This statutory review process is key to ensuring that the young person has clear and appropriate plans which all parties involved can work towards. If Fair Ways feel that the statutory review process is not being adhered to, then a meeting will be called to discuss the suitability of the placement. In addition, progress meetings to monitor effectiveness of evaluated care plans will be done monthly, involving all significant parties, including the young person.

Before each professionals meeting, staff will support young people to prepare their own personal views. Young people are encouraged to be actively involved in their planning process, in terms of both long and short care plan objectives. We will advocate for the young person if necessary and support them to put forward their views and opinions. Each young person will also have access to an advocacy service if requested.



After each review, young people will have the opportunity to question their keyworker about any aspects of the review that they did not understand. Their views will be recorded and passed back to their social worker.

Any documentation Fair Ways writes concerning the young person will have a section titled “the views of the young person” and the young person will be encouraged to share their views.

Internal Personal Plan Monitoring Process

In addition to the statutory reviewing format, Fair Ways has devised an internal short-term care planning process. The aim is to identify specific areas of development within a day-to-day living situation. Target areas may include behaviours, social skills, and independent living training. These will have realistic, achievable goals, and are individualised to the young person.

Within each week staff and young people will have a number of different conversations these may then be recorded as key work sessions. These conversations will focus around different topics including but not limited to: education, family and social relationships and self-care skills. Young people and staff will then set SMART targets that can be reviewed for the duration of their placement.

- Young people will be supported to fully participate in all meetings and reviews – either verbally or through pre-planned written statements.
- Our meeting and reviewing processes will provide an environment in which a young person’s rights, beliefs and identity are fully recognised.

Standard of Care and Support

We aim to provide a placement for our young people that will stabilise them to move on to a long term provision. We wish to support and stabilise our young people and equip them with life skills, coping mechanisms and support them to build lasting and appropriate relationships with staff and their peers. We will work with our young people to grow their independent skills and confidence in order to play a positive role in their community.



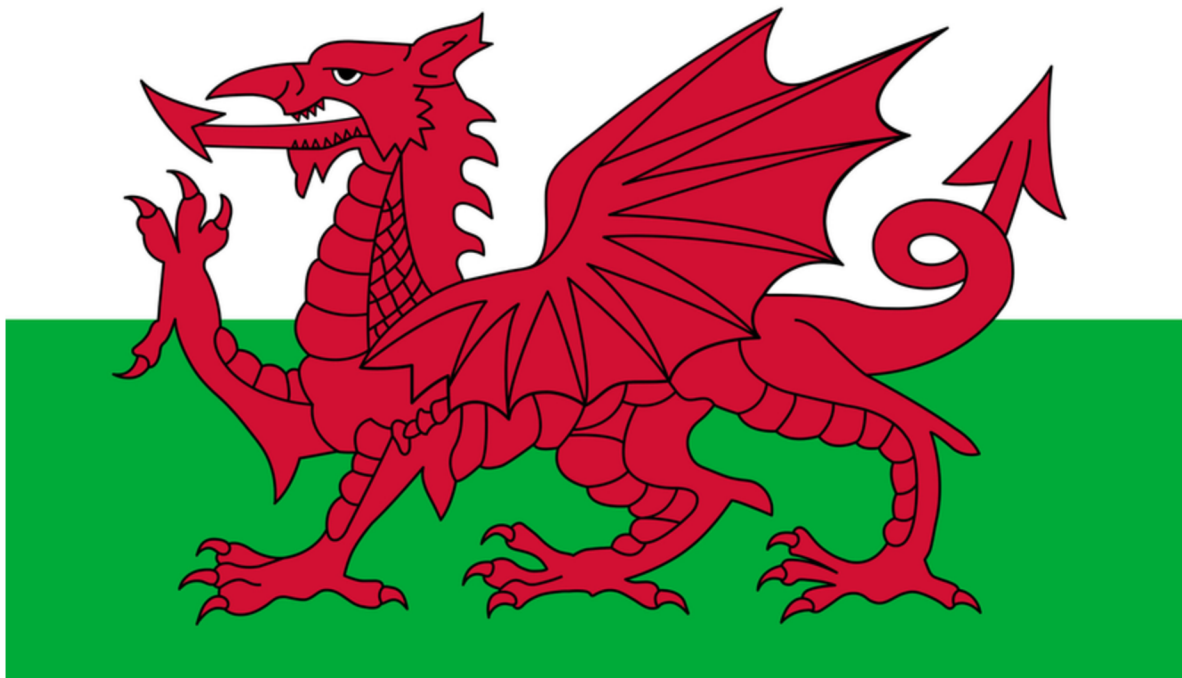
We will provide an activity programme for our young people Monday to Friday, which will be planned and provided by appropriately qualified instructors from Fair Ways Outdoor Adventures. We will also source tutoring and education for the young people. We also encourage them to access clubs and activities in the surrounding areas. We wish to promote a healthy active lifestyle and also wish to support our young people to form positive relationships with positive peer groups. As mentioned, the young people will be able to access ASDAN. www.asdan.org.uk

We respect and support all religious and cultural identities and will ensure that we provide the young people with opportunity to practice their religion and also have their cultural needs met.

We actively promote appropriate family and personal relationships and will support young people to be able to visit family and friends following a settling in period and approval from the placing authority.

“More than just words”

More than just words is Welsh Government’s strategic framework for promoting the Welsh language in health and social care published in 2016.



What does the ‘Active Offer’ mean?

A key element of more than just words is the Active Offer. This means a service is provided in Welsh without someone having to ask for it. It is the responsibility of everyone who provides care services for people and their families across Wales to deliver the Active Offer.

How Ty Cribyn and Fair Ways intend to deliver the 'Active Offer'

Currently, we are able to offer the "Active Offer" as we have two fluent Welsh Speakers working in the home. Where possible within the home all posters and signs will be displayed in English and Welsh and we will carry out a Welsh word of the week.

Staff are to be encouraged to access courses to learn Welsh and Fair Ways offer an education grant that will provide funding for staff to learn Welsh so we can work towards being able to provide the Active Offer.

Fair Ways are committed to recruiting bilingual speakers who can deliver the 'Active Offer' and this will be included in part of the advertisement for new roles.

The home believes that the benefits of making an 'Active Offer' to Welsh language speakers will ensure that the young people:

- Feel more comfortable discussing personal and emotional matters in their first language.
- Making an 'Active Offer' will help to ensure a quality service that meets the user's needs.
- Language is at the heart of effective assessment and safe care. Making an 'Active Offer' recognises that effective communication is key to meeting the needs of Welsh-speaking residents.
- Making an 'Active Offer' is a behaviour that reflects the core values of the Social Services and Well-being (Wales) Act 2014, to put the individual at the core of the service.

It is for these reasons that we are striving to deliver the 'Active Offer' at the earliest opportunity.



Staffing Arrangements

a) Staff Structure

We currently have 3 teams that are made up of team leader, senior and support workers. This means that, when fully staffed, there is 1 team leader, 1 senior support worker and 2 support worker on each staff team. The home's manager also holds a QCF Level 3 in Children and Young people and a QCF level 5 in Leadership and Management. Deputy managers have relevant qualification and registered for level 4 and working towards level 5

b) Staff Levels

The home operates on a minimum staffing level of 1:1 During the day with a minimum of 2 staff members on shift at any one time (this refers to when there is only one young person in placement, we will staff the home with 2 staff members). Night time staffing arrangements will consist of 2 staff members when this is 1 or 2 young people placed, 3 staff members when there are 3 or 4 young people placed. The need for one of these staff to be a waking night will be risk assessed.

c) Arrangements for delegated tasks

The home manager is responsible for all aspects of the running of the home. In his absence, the responsibility of the day-to-day running of the home will be placed in the charge of the Deputy Manager. In circumstances where neither party is present, staff on shift will have a collective responsibility, continual discussions at team meeting days, reflective therapeutic space and staff meetings will allow a fluctuation of the decision-making power that will be delegated to staff on shift. This will be dependent on the risk assessments of the young people place.



The Home Manager will be at the home during weekdays and his hours will be divided by completing morning, evening and occasionally sleeping in. When the manager is not at the home, the responsibility for day to day decisions will be managed by the nominated Team Leader. On call is also in place within the homes.

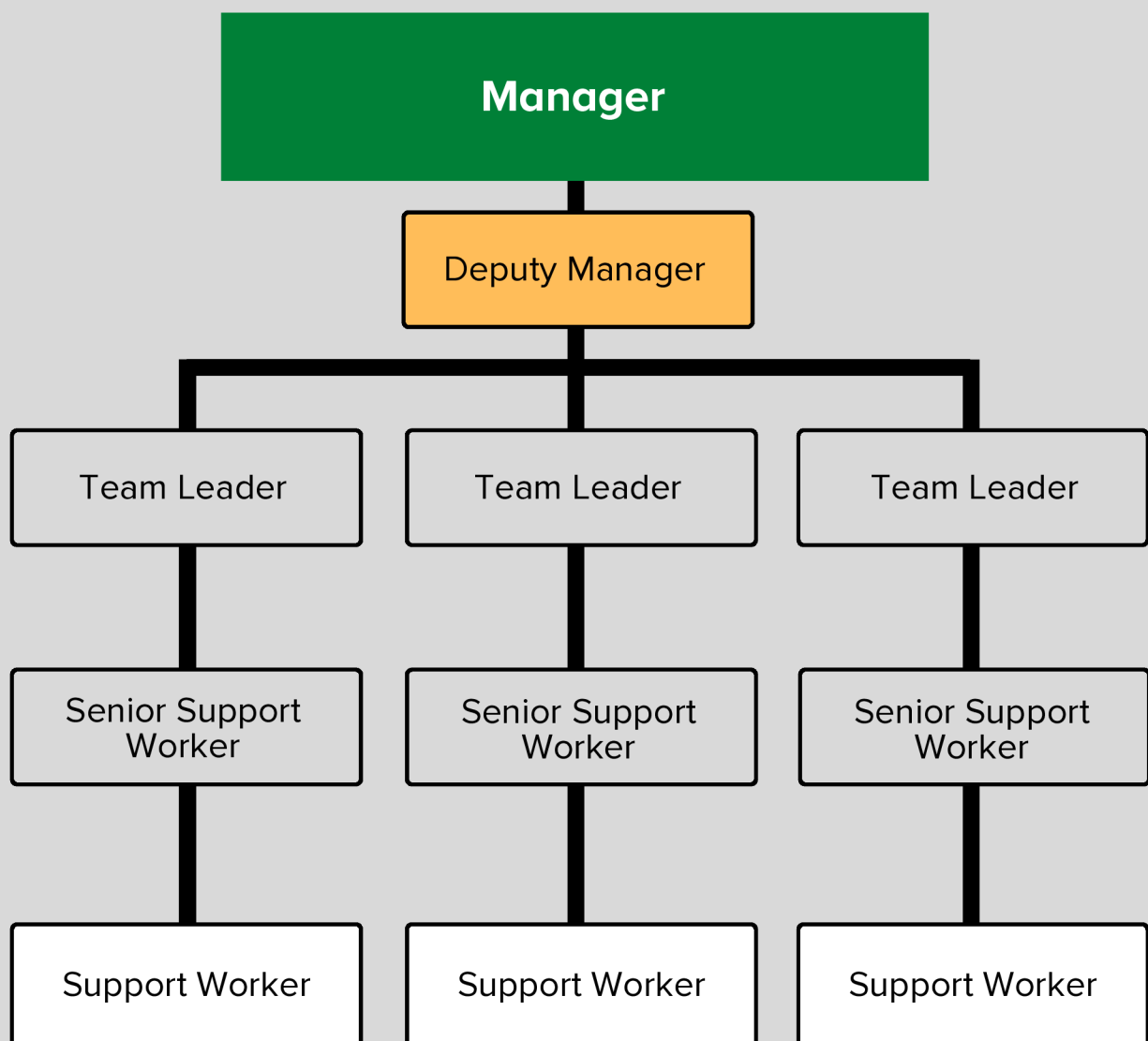
At Ty Cribyn we place our deputy managers and team leaders on to the appropriate level QCF in leadership and management. We offer coaching and mentoring to ensure that staff are able to operate on a level that ensures the home is running smoothly, and that they have a complete understanding of the tasks needed to regulate the home.

The Responsible Individual will visit the home once a month and there are arrangements in place for the manager and assistant deputy manager to have direct access to the responsible individual. During the visits the responsible individual will monitor the performance of the service in relation to its statement of purpose and to inform the oversight and quality review.





If the manager, registered with Social Care Wales, is unavailable or absent for any reason for more than 28 days the responsible individual will inform the service regulator in writing and without delay of the reasons for the absence and arrangements for cover. Ideally we would like the staffing structure to be like table below but we are currently experiencing shortage of team leaders. With regards to this we are completing inhouse promotion and secondments to upskill staff



Supervision Arrangement

The purpose of supervision is to ensure that staff are properly managed, supported and developed in order that services are delivered competently and effectively. It also ensures that standards of service delivery are maintained and developed

The main functions of supervision are: -

Supervision is a continuous process. It takes place in a variety of settings and different arrangements to fulfil different functions.

The following types of supervision should support the effectiveness of individual supervision. Group supervision/ clinical/ reflective provides the opportunity for the staff team to look together at practises, strategies and methods for reaching objectives with individual young people. Group supervision takes place in team meetings, on shift etc.

Individual supervision (one to one) should be scheduled at least once every four weeks and bi-weekly whilst staff are in probationary period. Both supervisor and supervisee share responsibility for making it quality time to explore the stated functions of a supervision as stated above.

It has to be recognised and respected by the supervisee that the supervisor cannot keep all content of the session confidential if they feel it essential to share it with the Head of Care / RI / Managing Director.



Staff Training

All staff will be given appropriate induction and will adhere to the All Wales Induction Framework (AWIF) and will be registered as Social Care workers with Social Care Wales within six months of commencing their employment at Ty Cribyn. we need to abide by the Code of Practice that is in line with Social Care Wales.

Staff will attend mandatory training in the following:

- Safeguarding children (Every two years)
- RIISE (Trauma Informed) (Annually)
- Health and Safety (Every two years)
- Fire Safety (Every two years)
- Food Hygiene (Every two years)
- Administering medication (Every two years)
- Emergency First Aid (Every three years)
- Manual Handling (Every two years)

In addition to this, staff also have training on:

- Children who have been sexually abused
- Equality and Diversity, PRINT discovery
- Self-harm.

Additional training can be accessed if necessary depending on the specific needs presented by young people prior to their admission to Birchgrove. All training is monitored on a training calendar to ensure staff compliance.





The RiiSE (Relationship Inspired Ideas for Supportive Environments) programme has been designed as a cohesive model that is forged on a strong therapeutic grounding based on research from experts within their field. RiiSE ethos is deeply rooted in theories of trauma, attachment, and therapeutic culture with the overarching theme of reducing the use of restrictive practice.

RiiSE philosophy is that positive relationships are the key to healing, we seek to empower our employees to be compassionate, curious, reflective, relational, and inclusive. To then use these skills to be able to move from 'knowing' to 'doing' with confidence to become skilful trauma-responsive professionals.

RiiSE has been developed to meet the ethical training standards of the RRN (Restraint Reduction Network) and Fair Ways are currently working towards formal certification (by meeting the RRN Standards 2019) of training services that have a restrictive intervention component which is certified with BILD (British Institute of Learning Disabilities) Association of Certified Training.

We also have two in house coaches in Wales, Both Zack Snape and Emily Dickson



The Home Environment

A CCTV camera installed on the outside of the property this is to reassure and provide enhanced safety for our young people and the surrounding environment. Electronic door sensors on each external door and each child's bedroom. The sensors on these activate a Sounder that is located in the office and staff sleep room to notify them a door has been opened. These are Solely for use at night time to ensure staff are monitoring movements of children throughout the night and keep them safe. All children and placing authorities are made aware of the sensors and CCTV prior to admission

Number of bedrooms:

The home has 4 single bedrooms with 1 having en-suite shower rooms for use by young people. This includes a shower, toilet and hand basin. There are then 3 staff sleep in rooms and a communal bathroom for staff use, There is also a communal bathroom for the young person on the first floor. Each bedroom has an alarm fitted as a safeguarding measure to ensure that all young people are kept safe throughout the night. All young people are informed that the alarms are set each evening after they have gone to bed. There will be electronic door sensors on the

Number of communal areas:

We have one communal lounge which leads to the dining room and one summer room that can be used as a communal area which is in where young people can watch TV and play games.



Number of Dining Areas and Kitchen:

There is one dining area that is situated alongside our open plan Lounge and is situated next to the Kitchen



Access to outside space and facilities:

We have a large garden area that allows plenty of safe space to run around and play games. We also have a double garage which could be used for education.



Governance and quality monitoring arrangements

Arrangements with Regards to Monitoring and Improving the Service Regulation 8 of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 is met through robust quality assurance processes that includes input from a wide range of sources. They include but are not limited to:

- Weekly management audits
- Monthly management reports this contains analysis of any accidents incidents and Physical Restraints within the quarter as well as updates on progress towards young people's plans and commentary of staff support and progress.
- A monthly visit from a different senior manager/Director from the wider company that is not connected to the management structure- a report will be produced with their views of the homes and discussions with young people and staff.
- Twice annual external Quality Assurance visit- this will consist of an external professional with significant experience in the Children's Homes field undertaking a whole day visit and provide a report giving their opinion of key elements of the functioning of the home including:
 - Care and support provided
 - Leadership and management within the home
 - Suitability of staffing
 - Fitness of premises
- Monthly 'Responsible Individual monitoring' that will incorporate analysis of key themes from the above as well as feedback received from staff and young people during the Responsible Individual's visits which occur a minimum of monthly.

Regulation 73 Visits (The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017)

As stated above, the Responsible Individual visits the home at least once a month. However, Regulation 73 visits will take a different form to these and fully compliant with the regulation.

The Responsible Individual will always;

- Talk to, with consent and in private, a sample of individuals using the service
- Meet with members of staff
- Inspect the premises
- Inspect a selection of records of events
- Any complaints records

Send out a questionnaire to gain the views of young people and staff not present during the visit. Findings will be produced in a Regulation 73 report that will be completed a minimum of every 3 months.

We also have a risk screening tool that we use to highlight risk to the board of Directors.

Fair Ways has an internal quality assurance team who gather and analyse data (both qualitative and quantitative) from all serious incidents (including any use of restrictive physical intervention, serious incidents, complaints and safeguarding issues). They report to a Quality, Safety and Governance committee which is chaired by a Company Director and attended by the Responsible Individual.

The software that we use for this is called Symbiant and the areas that we look at our Service users, SYMBIANT



When young people leave the service we endeavour to gather feedback forms from them as well as their parents and social workers from their placing authority.

The quality of care and support is reviewed on a six monthly basis and reported to the RI directly by the manager of the home.

This report comments on:

- Feedback received from children who have lived at the home, parents, local authorities and wider professional partner agencies through questionnaires.
- Analysis of aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints.
- Reviewing and learning and actions points identified from complaints.
- Feedback from audits and Regulation 8 and 73 reports; including comments on the factual accuracy of records kept in the home.

Fair Ways recognises the importance of a young person's right to comment on or complain about (in a responsible and appropriate way) any aspect of their care, including daily issues or aspects of their future plan. Also, those representatives, relatives and other significant people who may wish to complain have access to the same procedure. We will seek to resolve any complaints with a local resolution within 14 days and feedback will be provided in writing. The details of any complaints that remain unresolved beyond 35 days will be referred to CIW.

Fair Ways staff will play an integral role in the procedure and will be involved in policymaking, evaluation and implementation of the procedure.

They will receive appropriate training on how to use the procedure effectively and have access to management support.

In order to ensure the integrity of the procedure

Fair Ways will ensure:

- That all young people can speak to a member of staff if requested.
- Those representatives, relatives and other significant people have private access to staff if requested.
- That young people have a regular opportunity to discuss aspects of their care with other resident young people.
- That young people can speak to their representatives in the case of a serious complaint or an advocacy service

Fair Ways will co-operate fully with any complaint dealt with by the placing authority. Fair Ways has a complaint leaflet that can be completed and will be responded to. The company also has a specific leaflet designed for the young person to read which explains how they can make a complaint.

Young people accommodated at Cefn Meusydd have the right to access other avenues for complaint. These include:

- Social Worker. The young person can make a complaint directly to their Social Worker and to the Emergency Social Worker.
- Placing Authority Children Services. Each young person's Placing Authority has its own complaints officer, who is responsible for all young people accommodated anywhere in the country.
- The Placing Authority can also consider appointing a children's advocate, who will visit the young person if they so wish.
- Independent Reviewing Officer.
- Local Children's complaints officer in which the children's home is situated. The Local Authority where the home is located (Powys) has its own complaints officer.

- Children's Commissioner for Wales. Rocio Cifuentes is Responsible for promoting and protecting the rights of children in Wales.

CIW is responsible for overseeing and monitoring the standards of care for Children's homes in Wales, in accordance with the Care Standards Act and Children's Home Wales Regulations.

Children will have access to a telephone where they can contact the following in private:

NSPCC – 0808 800 5000

Childline – 0800 1111

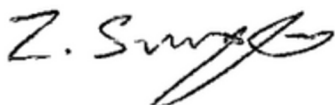
MEIC (Wales) 08088023456 Text 84001

CIW -0300 7900126

Children's commissioner for Wales, free phone
08088011000

Advocate - TGP Cymru, 0808 8000 038

Zack Snape

A handwritten signature in black ink, appearing to read 'Z. Snape', with a stylized flourish at the end.

23.03.2024



My Book

I have read my book and had anything I am not sure about explained by a member of Ty Cribyn staff.

Signed:

Date:

Key Worker Signed:

Home Manager Signed:



Updated on 10/04/25

Fair Ways, Building 1000, Western Road, Portsmouth, Hampshire, England, PO6 3EN



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