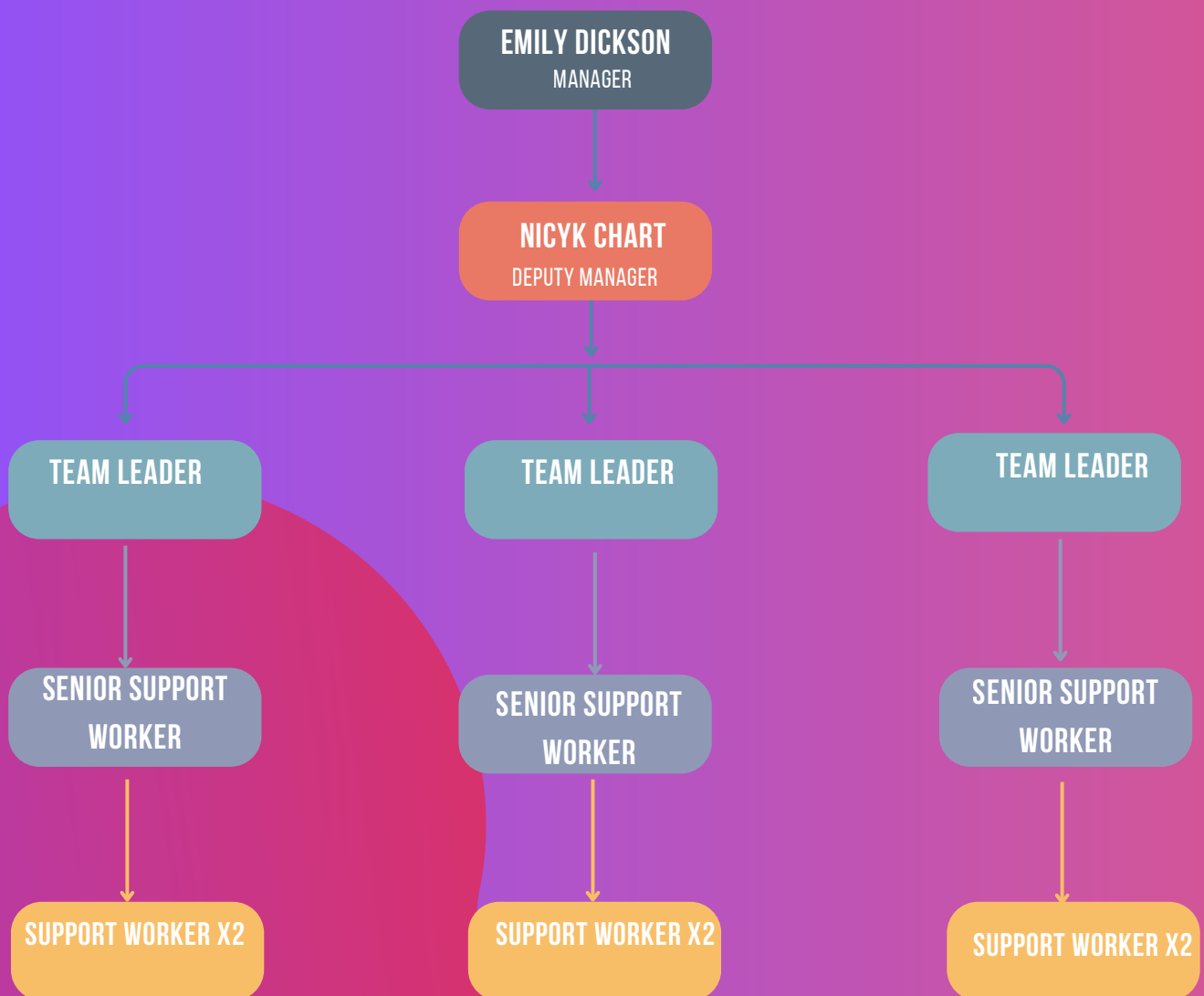


TY RHOS BACH YOUNG PERSON WELCOME GUIDE



OUR STAFFING STRUCTURE

TY RHOS STAFFING



How We Can Make This a Great Home Together

At Ty Rhos Bach, we want everyone to feel safe, happy, respected and supported. These simple expectations help make our home a positive place for everyone.

 Be Respectful

- ✓ **Speak kindly to staff and other young people**
- ✓ **Respect other people's feelings, belongings and personal space**
- ✓ **Treat everyone fairly, even if you disagree with them**

 Look After Your Home

- ✓ **Keep your bedroom tidy**
- ✓ **Help keep shared areas clean**
- ✓ **Join in with simple daily jobs like helping with meals or tidying up**
- ✓ **Take care of furniture, equipment and your belongings**

 Look After Yourself

- ✓ **Attend activities, education and appointments**
- ✓ **Shower regularly and look after your personal hygiene**
- ✓ **Eat well and stay active**
- ✓ **Ask for help when you need it**

 Work With Staff

- ✓ **Talk honestly with staff so they can support you**
- ✓ **Join in with key work sessions and house meetings**
- ✓ **Work towards your goals**
- ✓ **Let staff know if you are worried, upset or struggling**

 Help Keep Everyone Safe

- ✓ **Follow house rules and routines**
- ✓ **Follow fire safety instructions**
- ✓ **Do not bully, threaten or hurt others**
- ✓ **Tell staff if you feel unsafe or if someone else needs help**

 Get Involved

- ✓ **Try new activities and experiences**
- ✓ **Have fun and build friendships**
- ✓ **Celebrate your achievements**
- ✓ **Be yourself and help others feel welcome**

 Remember...

**You have the right to be listened to, treated with respect and feel safe.
You also have a responsibility to treat others with respect and help make Ty Rhos Bach a
happy and safe home for everyone.**

Our Simple House Expectation:

★ **Respect Yourself • Respect Others • Stay Safe** ★

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 your 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 up to 18 years old. 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, you'll 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 will promote your development, so we will support you in your day to day activities which may 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 you 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 you will be given the chance to have the service that we offer at Ty Rhos Bach in Welsh.

This 'Active Offer' means that you do not have to ask to be communicated in Welsh you are automatically offered it.

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

You can choose whether you want to be spoken to in Welsh, have your paperwork in Welsh or both it is totally up to you.

KEY WORKING

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 key worker makes sure you start building positive relationships.

You will have a key worker 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.

All staff within the home will work with you to carry out your assessments, identify your needs and objectives that you want to achieve. Your 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 (IRO)**
- **CHILDLINE, 0800 1111**
- **POLICE, 101, 0845 045 45**
- **CHILDREN'S COMMISSIONER FOR WALES-
ROCIO CIFUENTES, 08088011000**
- **NATIONAL DRUGS HELPLINE, 0300 123
6600**
- **MENTAL HEALTH SUPPORT, 111**
- **CIW INSPECTORATE BODY, 0300 7900 126**
- **INDEPENDENT ADVOCATES, TGP CYMRU,
01982 552450, 0800 085 8471**
- **MEIC CYMRU (INFORMATION ADVICE AND
COUNSELLING) 080880 23456**
- **SOCIAL WORKER**

Advocacy	Compliments	Complaints		
You have the right to access the independent advocate who could provide additional support for you in relation to a complaint	How to tell us is things have gone well: Fair Ways welcome any positive feedback too!	Not happy?	Do you have a problem?	Are you worried?
Voice	If you have been particularly happy with something please let us know so we can pass on your compliments To let us know please either talk to a staff member of choice or complete our feedback form..	Are you unhappy about what is happening to you?	Can't solve your problem?	Do you want someone to listen?
Voice Ability is an independent national charity committed to empowering children and young people in care. They are an advocacy service that could provide you with support. Their freephone number is 0300 303 1660		Do you have a complaint?	Do you feel left out or picked on?	Do you think you're unfairly treated?

If you do have a complaint we will provide you with verbal and written feedback and the outcome of the complaint

How to make a complaint.

- 1. You can ask for a complaints form at any point during your stay here or make a verbal complaint**
- 2. Your complaint will be passed to shift leader and manager (if your complaint is against the manager then this will be looked into by the Responsible individual)**
- 3. You can talk to an advocate about this (TPG advocacy service)**
- 4. Your complaint will be looked into, and a letter will be given to you to explain that we have acknowledge your complaint (this will be resolved within seven days)**
- 5. Once you complaint is looked into by the manager, social worker and any other third party agencies an outcome will be decided.**
- 6. You will then receive a letter to let you know the outcome**
- 7. If you are unhappy with the outcome, you can appeal**

BULLYING

At Fair Ways 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 Ty Rhos 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. We will also look at key work sessions to recognise how bullying behaviour impacts others .

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 within reason.

**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 £10 per week for toiletries.
You will receive £20 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.
Staff will keep your money safe and support you when shopping.**

Incentive - Each week you will also be rewarded with incentive money for positive behaviours and achieving set goals. This can be up to £14 per week.

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, playing on the games console, playing board games, karaoke, trampoline parks 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-15:30/16:00. These will take place with care staff and our activity instructors from Fair Ways Outdoor Adventures, who will complete an induction with you. They will introduce you to all of the activities we offer, and then tailor your activity programme to your needs and talents. You'll 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 and 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 Ty Rhos Bach. We recognise that many of you may already be smokers/vapers when you arrive at Ty Rhos Bach. We will attempt to discourage this and support you to give up. You are not allowed to smoke/vape anywhere in the house, or without your parent's/social workers 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.

We also have C-Card trained staff in the homes which means they can provide free confidential sexual health advice and support.

DAILY ROUTINE

Monday to Friday you will be given a 'wake up call' as you will be going on activity or education, it may be that your 'wake up call' will be earlier if you wish following a discussion with staff.

Breakfast is the most important meal of the day and you will be encouraged to eat well before you leave for activities. You are welcome to cereal/toast or any other preferred breakfast choice. This is time dependent so please, if you would like a cooked breakfast, make time for this in your morning routines.

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 will have a discussion around how you would like to spend your evening. You may choose to visit the gym, swimming, participate in a sports club eg football, tidy your room, relax, read, watch TV or listen to music. It may be a good opportunity for a key work session.

You will be encouraged to 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 or yourself and include everyone's favourite dishes. Meals are discussed at the house meetings which occur on a Friday 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:

Staff will explain this to you :)

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 Ty Rhos Bach. 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 arrival.

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 and we will ensure this is provided when available.
The house phone is to remain downstairs and not to be taken to your room.

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

YOUR BEDROOM

Living with other young people can at times be challenging. Your bedroom is your private/peaceful place. You can keep your possessions safe if you choose in your safe keeping drawer in the office but if you require these items you will need to ask staff to retrieve these for you.

You can decorate your room with posters, bedding, other accessories to personalise this to your own style and staff will take you shopping to make your space feel more like you.

You will be expected to keep your room tidy throughout the week and a thorough clean will take place on Saturdays which includes changing bedding, turning the mattress, cleaning your bathroom, putting washing on and cleaning all surfaces.

You are not allowed to enter other young persons rooms as this is their personal space. If you would like to spend time with the other young person residing in the home there are communal areas to do this. This is to ensure we are keeping you safe. At night, your bedroom door alarm helps us keep you safe. This is because staff sleep at night and are not awake all the time. The alarm lets us know if you need support or if you leave your room, so we can check that you are okay. We never want you to feel trapped. If you need us during the night, simply open your door or knock, and a member of staff will be there to help you.

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.

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

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

MY VIEWS OR CONCERNS ARE...

SIGN

NAME

STAFF SIGN