

Statement of Purpose

Hafod Wen

Rainbow Therapeutic Ltd

For children and young people aged 12-16 years

Hafod Wen, Swansea Road, Clwydyfagwyr, Merthyr Tydfil,
CF48 1HR

Tel: 01685373822

Section 1: About the provider

Service provider	<i>Rainbow Therapeutic LTD</i>
Legal entity	Limited company <input type="checkbox"/>
Responsible individual	Scott Hicks, 0786742021
Manager of service	Ryan Pemberton
Name of service	Hafod Wen
Address of service	<i>Hafod Wen, Swansea Road, Clwydyfagwyr, Merthyr Tydfil, CF48 1HR</i>

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Section 2: Description of the location of the service

a) Accommodation based services

Hafod Wen is set out in a quiet area within Merthyr county, this is located behind Cyfarthfa retail park just off the A470. It is a very large Bungalow with grounds surrounding the entire property. There are stunning views of the countryside, these can be enjoyed from inside the kitchen, dining area and also children's bedrooms.

The location itself has been sourced to meet the needs of a wide range of young people including Trauma, Attention deficit hyperactivity disorder, Autism Spectrum Disorder, Anxiety, Adverse childhood experiences. We believe that we are able to achieve a calm nurturing environment within the location and facilities provided. The mountain backdrop and open space allows the young people to self-regulate and enjoy calm exploration opportunities, it will allow them opportunities to reflect and compose when angry.

When entering the property through a large set of gates it allows parking for numerous cars within the front of the grounds. There are also two large planting areas to make the property feel homily and aesthetically pleasing. There is also a patio area running along the front of the house, this is home to a picnic bench for young people to enjoy the stunning views on a summer's days. The entrance to the property is located directly in front of the gates, it has a large porch on entrance to the home.

The garden offers young people the opportunity to enjoy outdoor living, there are areas for the young people to relax and enjoy activities such as BBQ's, Gardening, sensory aids, chalkboard areas and giant garden games. The sensory area to the left of the property will have different aids around texture, noise, water and art activities, there will also be opportunities to garden within this area. It also has a patio area with AstroTurf alongside it.

To the right of the property there has been large developments to ensure that it is, user friendly to all residents within the home. There has been a patio and grass area built which is coming off the dining room, this has been designed to support outdoor living. It allows the young people to sit and relax whilst enjoying the views around the area. This again is also a great space for summer BBQ's, or just having lunch on.

When entering the home, it has a large porch area going onto the hallway which allows access to the full length of the property. There is a modern styled bathroom at the left of the property, for all young people within the home to use. There are also facilities available for staff which includes, a shower, handbasin and toilet, this has been kept within the modern style to the home.

There are 4 bedrooms within Hafod Wen. Two of the rooms have modern wet rooms, while two have unsuits with shower facilities. The bedrooms will have matching furniture including wardrobes, chest of drawers, bedside table, desk and a bed. There will be neutral coloured walls, the young people can then have input in what colours and interests they wish to have within their rooms. This will be discussed during their visit to the home and additionally during keyworker sessions.

There is also a snug area located off the hallway, the young people can relax while watching TV or playing games. This area allows the young people to have more one to one time with staff or just time to themselves within the home.

The manager's office is located next to the Snug, this has been located in a way the manager is able to be central to the home and support the young people and staff when needed. The office door will be locked at all times, when not in use. Within the office the young people's files are stored in secure locked cabinets, they also house the staff files and all monies. The day-to-day paperwork will also be found within this office.

At the end of the hallway there is a large Livingroom which has an open plan dining area overlooking the mountains and rear garden. The Living-room is furnished to support the young people within the home to relax, play and enjoy socialising with staff and peers. The open plan dining area allows for a homely environment that has been able to link two rooms into one.

The kitchen is set off the Living-room and has two sections to it. The first section is mainly for preparation of meals, storage of food and cleaning up. This area is set out to support independent living for the young people. The second part of the kitchen is behind a door, this houses a washing machine, tumble dryer and also has storage space for cleaning products (COSHH cupboard will be locked). There will also be an additional washing machine located in the room coming off the second part of this kitchen.

Section 3 About the service provided

a) Range of needs we can support

Most Young People who are in our care will have experienced multiple 'Adverse Childhood Experiences' (ACE's), and will have spent a significant period of their life in foster or residential care prior to placement. We will also have young people that potentially will have not been in care before and this being their first experience within the care setting, this will be down to breakdown in family support.

The young people that will be supported within Hafod Wen will include ASD, this is a lifelong disability that impacts how an individual is able to communicate and interact with others. Each young person will be at a different level on the spectrum, resulting in different levels of support. Here at Hafod Wen, we understand the impact that this has on the social skills of an individual, which can affect their ability to be part of large groups. The staff team will have training in Autism awareness, to enable them to have the ability to understand the importance of how to communicate with the young people. Pictures within social stories will be a massive part of ensuring the young people are supported each day, in completing day to day task, including self-care.

The staff team will ensure to use this method when giving the young the opportunity to have their views on their support and care and seeking what they wish to achieve.

Typically, our young people present complex co-existing problems including conduct disorder, anxiety, depression and ADHD. In order to deliver our therapeutic approach, the residential teams are trained in the principles and techniques of the PACE model (playfulness, acceptance, curiosity and empathy) and Life Story work. The principles of the PACE model are central to our behaviour management programme enabling us to provide a consistent and safe environment where regulation of behaviour can be modelled. The benefits are that it supports the development of trust in relationships, stress management and emotional regulation. The implementation of the PACE model is used by our team in their day to day working practice. A system of comprising reward, praise and consequences underpins our approach. Our consistent approach creates a calm, safe living environment for our young people.

The staff will also support the young people to create memories and build upon their life story, this will predominately be done through present and future. The staff team will ensure to gather the memories throughout their journey with Rainbow, capturing it within memory boxes. This will be given to the young person when they leave the home. Additionally, the past can be looked at with support from the social workers, we are able to gather the information of what is appropriate for the young person with their current mind set and support them through this. The staff will have training within life story work and also supporting with family trees.

The home will have a senior staff member in post who will lead therapeutic work for the home, they will meet with the R.I on a 2 monthly basis to reflect on work that has been carried out within the home. During these meetings the young people's current needs will be discussed with the senior providing feedback to the R.I and any additional support required to meet the individual's needs. If it is felt that the young person requires external professionals to ensure their needs are being met, a meeting will be held with the social worker and any other professionals who work with the young person. This could also include any additional training required for the staff team. We also have access to music and art therapists who have worked alongside the company, DBS checks will be a requirement for professionals working alongside the young people.

The care and structure that will be provided for the young people will give the stability required to explore the trauma faced and ensuring they have a better understanding of how to deal with the issues they face. This will set a strong platform for them to develop their futures.

We have made young people's wellbeing our prime consideration, not only to ensure an improvement in the short-term but also for wellbeing to be sustained in the long term. Upon admission all young people are registered with local GP's, opticians and dentists. We make it a priority that regular health appointments and routine check-ups are made. We encourage the young people to be proactive in looking after their general health, this includes attending appointments, having a varied diet through the use of planned meals and taking part in regular exercise which is incorporated in their weekly planners.

b) Age range of people using the service

12-16 years old

c) Accommodation Based services

Maximum Capacity

In Hafod Wen house there is a maximum capacity of 4 children at any given time.

Section 4: How the service is provided

Arrangements for admitting, assessing, planning and reviewing children's care.

It is the intention of Hafod Wen, to create a safe and welcoming transition for young people into their new home. Admissions to Hafod Wen, are planned to ensure a smooth transition for the young people. Referrals are made by the young person's social worker, this will involve pre placement documents such as compatibility risk assessments in relation to the young people already within the home.

As part of a planned admission a decision will be made on the suitability of the placement from the information provided by the local authority. When a decision has been made the young person will then be made aware of the placement move, this will also include the young people already within the home being notified.

The home manager and the young person's potential keyworker will then go and visit the young person, they will use this stage to get to meet and greet them. Additionally, they will start to build relationships, a young person's guide will be given and also the house rules explained. The young person will also have the opportunity to speak about anything they wish.

The young person will then be invited to come and view the home with their social worker. The young person will be encouraged to personalise their bedroom, to help them to feel more comfortable on admission. The young person will also have the opportunity, on pre-planned visits, to meet staff and the other young people living at Hafod Wen, where they can ask any questions they might have. It also gives staff an opportunity to chat about our ethos and expectations. We believe that young people require time to adjust to new surroundings and their needs are more appropriately met by a planned admission.

When placing a young person that has a specific need, we will first gather the information around what the young person's needs are. This will include what training the staff needed and what facilities are needed to support them daily. The room will then be furnished to their needs specifically including sensory equipment and support aids. When this is in place the process will then follow our standard admission procedure.

Within Hafod Wen, we have individual personal plans for each of the young people, these are seen as a working document to which the staff update and review regularly. The home manager will review every 3 months, in line with regulation 16, (RISCA). Every 3 months the young person will sit down with the home manager and key worker to update the plan with the child's views. This is completed to ensure that the child is listened to and have their views included in day to day living.

a) Standard of care and support

We believe that exercise is important for both body and mind. The young people come together every week and plan their weekly activities using a weekly planner. The team maintain links with local recreational centres and community resources to facilitate access to a wide range of leisure activities. The young people will be actively encouraged to attend appropriate clubs, sports centres and classes. They are also encouraged to develop interests and hobbies around the house such as art, cookery and crafts. We understand that these activities and opportunities can be very difficult for young people suffering with Trauma and ASD, the team will ensure that appropriate clubs will be sourced around similar needs to theirs.

Hafod Wen. is situated with a large range of mountain walks available to the home. These natural landscapes will be used to self-regulate and have exercise with the young people. The grounds itself will also have the facilities for the young people to play within. There will be a wide range of garden games included ball games, giant board games, sensory area etc.

Education is a key part of a young person's development. The young people placed at Hafod Wen, will be educated in schools in the area which will be sourced as and when required. The home will aim to build strong working relationships with the schools to ensure the young people's needs are being met and the required support is given for the young person's development. We will also encourage the young people who are already settled into schools when arriving to Hafod Wen by maintaining the links they already have.

At Hafod Wen, we are firm believers that we are not there to fix the young people's problems, but instead, equip them with the skills necessary to face and conquer these challenges themselves. We also understand that some of the children's

needs at Hafod Wen will require the staff to carry out day to day task for them and also, they may never be able to fulfil certain task themselves. We do however like to think outside the box in terms of adapting facilities and systems of work to ensure all young people have the same opportunities where possible.

b) Language and communication needs for people using the service

Young people within Hafod Wen will have communication needs, this can vary in terms of their requirements. Each individual that lives within the home will have their needs identified pre placement and the required facilities will be obtained including training or resources to meet these needs. This could include social story and effective communication training, this will all be dependent on the needs of the individual. External professionals can also be used as a support link to ensure that the young people have all the support they require.

Team meetings are used to share information between staff on how best to support the communication needs of the young people. Reflection is used on the systems of working and also discussions about suitability of methods.

Young people within Hafod Wen will suffer from conditions that impact the way they communicate with the staff team. The training that the staff will have around supporting this will be essential to ensuring the young people are heard and have their voice listened to. The skills will be used when delivering monthly house meetings to ensure that the young people have every opportunity to be listened to in terms what they want for the home and any concerns they have. Additionally, keyworker session will be carried out monthly basis, these will give the young people the chance for one-to-one support with their keyworkers ensuring they are happy with their care and that their needs are being met.

The young people will have settling every night to which it will be used to complete a reflector or just reflect with the staff team, this gives them the opportunity to speak one to one and have support in regulating themselves before bed.

With some of the young people that we will care for they may have their own terminologies and way of speaking. This will be something that will be identified and discussed with the young people, in how they wish to communicate with the staff team. Their person plans can be updated in line with this and the staff team coached in how best to support.

Within Hafod Wen we will carry out compatibility assessments prior to the young people being admitted, as part of this the Welsh language will be looked at. If a young person's first language is Welsh, we would unfortunately not be able to admit the young person. This being as their needs would not be able to be met with a staff team speaking the language fluently.

We would however be able to get paperwork translated if requested by a young person into Welsh.

Section 5: Staffing arrangements

This section needs to describe how the staffing arrangements are appropriate for the range of needs and specialist services to be provided as described in section 3. It should demonstrate how staff will be deployed to provide reliable and safe care to individuals.

This should include the following:

Manager: Ryan Pemberton

Ryan has 7 years' experience within the residential childcare sector, he has worked with young people from the age of 9-17 over his time spent within the care sector.

The needs that Ryan has supported include ASD, ADHD, antisocial behaviour, Trauma, anxiety and depression.

Ryan has a level 5 qualification in management for children and young people.

He also has completed training on the PACE model along with ASD awareness and ADHD awareness. He has completed all mandatory training which includes, safeguarding, fire safety, food hygiene, manual handling, equality and diversity, health and safety, life story work, supervision training.

Ryan has been employed by rainbow therapeutic LTD for 4 years, during this time he has shown excellent commitment to the company and young people. During his 3 years as a senior, he has led life story work with the children and performed a coaching and mentoring role to the staff around him in doing so.

a) Staff levels

Staffing levels

We anticipate that the staffing levels required for the home initially will be 6 staff. This will include a minimum of two seniors along with 4 residential care workers. The staffing levels will be reviewed when the young people's number within the home increase or are due to increase. There are possibilities to increase and decrease staff ratios as and when required to ensure the home remains supported at all times.

The manager is supernumerary within the numbers. There will also be an emergency on call available at all times.

b) Specialist staff

Hafod Wen has links with an external Music Psychotherapist and an Art Psychotherapist who are available for long term therapy on a weekly basis. These are two options of support that can be provided for the young people following agreement of what best suits their needs with the local authority. Both these external therapists will also have a DBS in place.

We work alongside the YP's schools, this will give us the opportunity to ensure a continuity of care and education combined. From experience we feel this enables the young people to settle into placement quicker.

The staff within the home will also have access to training in line with any specialist areas of care identified.

c) Deployment of staff at service (for accommodation based services only)

Manager – 8 hours a day, flexible working hour (working day being 7am to 22:00pm)

	<p>3 seniors employed on a rota basis.</p> <p>9 RCW on a rota basis.</p> <p>The staff numbers above are based on the home being at capacity of 4 children all one-to-one placements. This will vary depending on the placement requirements.</p>
<p>d) Arrangements for delegated tasks</p>	<p>Team meetings and senior meetings are held monthly and are chaired by the home manager, which the RI usually attends. During team meetings keyworkers report on the progress of the Young People, are presented by the keyworker. Personal Plan objectives are reviewed and then set for the coming 4 weeks. Therapeutic leads feedback on progress and plans for the coming month.</p> <p>Objectives are set and new tasks are delegated at every stage to ensure accountability. Team meetings are recorded and signed by all staff.</p> <p>Managers usually sit in on handovers during the week. Seniors will then ensure that agreed tasks are followed through.</p> <p>Any Child Protection & Safeguarding issues are reported to the Manager, who would then contact the designated lead being Scott Hicks.</p> <p>The home operates a senior on-call system for advice and support out of hours and over weekends.</p>
<p>e) Supervision arrangements</p>	<p>All staff are supervised by a senior member of the team on a frequent basis. The house manager supervises the senior team. Staff on their probationary period will receive fortnightly</p>

	<p>supervision. The house manager is supervised by the RI.</p> <p>'Spot supervision' is available as a means of extra supervisions for team members.</p>
<p>f) Staff training</p>	<p>Employees will be required to be registered with SWC. Employees can apply to register if they already hold the qualification required. However, employees who do not have the required qualification must initially register on the basis of completing the All Wales Induction Framework (AWIF), they will need to do so within 9 months of their employment. The home manager will ensure to give the staff member the appropriate work books set out by SCW, these will then be completed by the staff member. The manager will ensure to mark and feedback these books to support the development of the staff member, when they are fully completed, they will be certificated. The registration process can now be completed with SCW. These workbooks will also cross reference to the individual's level 3 qualification.</p> <p>All staff are trained in Physical intervention, breakaway techniques and behaviour management, this will be provided during the staff probation period. A refresher course is then carried out every 12 months. Our behaviour management training is endorsed by McCormack Training LTD who are NOCN registered. This course is also BUILD accredited.</p> <p>All staff at Hafod Wen will be trained within safeguarding/ child protection, PACE, fire safety, autism awareness, equality and diversity, food hygiene, first aid, manual handling and effective communication. When recruiting staff, the qualifications will be identified as key areas to fulfilling the role, we will however employ staff without these qualifications, they will then receive</p>

	<p>this training during their probation period (at the earliest opportunity).</p> <p>All staff members are registered with online training, this is an online, e-learning system where the staff carry out qualifications required.</p> <p>All staff members receive face to face training that is delivered in our training facility specific to job roles. This is a resource that again is used to meet the needs of individuals through identification of requirements.</p> <p>Staff also receive in house training when required that is young person centred to be able to meet their needs.</p>
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Section 6: Facilities and services

Accommodation based services only

This section is where you should describe the design, layout, facilities and/or equipment available and how they support the range of needs of the people the service is intended for as described in section 3 above. If there are any unique or specific features about these, you should describe them here.

N.B. This section does not apply to supported living arrangements

You should provide information about:

a) Number of single and shared rooms	There are 4 single bedrooms within Hafod Wen.
b) Number of rooms with en-suite facilities	Two bedrooms have modern standard en-suites the other two have modern wet rooms.
c) Number of dining areas	There is one dining area which is based in the open plan Livingroom.

<p>d) Number of communal areas</p>	<p>The young people have access to a large Living-room area, this houses the main TV and also sofas to relax and enjoy communal living. There is an additional snug room which again has a second TV and is used for one-to-one time with staff or young people have some time to their selves.</p>
<p>e) Specialist bathing facilities</p>	<p>N/A</p>
<p>f) Specialist equipment</p>	<p>There is currently no specialist equipment at the home, this is something that will be purchased as and when required.</p> <p>We have also ensured that the home is as safe as possible from COVID-19. Social distancing will be implemented and current guidance followed. We have resourced items such as COVID safe blinds, these are certificated to ensure the reduction of spread.</p> <p>The home also has a sprinkler system fitted to ensure safety of all staff and residents within the home. This is accompanied with fire door magnets on all exit paths.</p> <p>The wet rooms have automatic light systems within them which trigger when a young person opens the door and enters.</p>
<p>g) Security arrangements in place and use of CCTV</p>	<p>There is a full alarm system within the property. This can be used when the property is not occupied to ensure the content within is safe.</p>
<p>h) Access to outside space and facilities at this service</p>	<p>The property has numerous doors to access each area of the garden.</p>

Section 7: Governance and quality monitoring arrangements

The young people have access to complaint forms which they can fill in if they feel necessary. Young people are encouraged to use these. The manager will then respond to such complaints promptly and if necessary, steps taken to rectify any issues. Young people are made aware of this process upon admission and during house meetings. Complaint forms are also offered after incidents, the staff will be fully aware that this may act as a deterrent for complaining so verbal complaints will also be expected.

We use the following tools to monitor our service.

- Responsible Individual visiting (3 Monthly) under regulation 73 – During this visit a report will be compiled from data gathered during my visit, this will include the voice of the young person. I will speak with the young people that live within the home to gather feedback on how they are cared for and identify if they are happy and are having their needs met. Additionally, I will seek feedback from the staff, house manager and other professionals working alongside the young people for their views on how the home is meeting the individual's needs, and aim to identify any areas of improvement to better the outcomes for the children. I will also look at if the children are supported by advocacy and if this is something that they wish to have. I will use data analysis along with outcomes for young people to identify how the previous 3 months have been for them. There will be actions identified for the staff and home manager to implement for the following 3 months, these will be reviewed on my next visit.
- Regulation 80 Quality of Care Review (6 monthly) – I will complete this document every 6 months to ensure that the care provided meets the standards set out in the statement of purpose in line with RISCA. When doing so I will incorporate regulation 76 engagement with individuals and others, this will be to seek feedback from everyone within the home along with professionals supporting the young people living there. I will aim to use my Reg 73 visits to additionally compile the data into the report. I will review key areas of the home such as complaints, personal plans, incidents, notifiable incidents, safeguarding and whistleblowing.
- Regulation 72 – During an absence of a manager I will ensure that there are arrangements in place to maintain the running of the home along with support to the young people on a day-to-day basis. This will be through using senior staff members within the home/ company, I will also provide more support through extra visits to the home and weekly feedback via email or telephone. If this were to occur for 28 days or more, I would then make a notification to CIW of the absence. If it was an unexpected absence then I would notify CIW after 7 days.
- Team meeting (Monthly) – The home manager will be expected to conduct a staff meeting on a monthly basis. This will be to ensure that the team get

the opportunity to feedback on the young people collectively and identify areas of improvement and also what works well. The young people's keyworker sessions will be used as an area to get their voices heard within the meetings.

- Young Person's views – Within the home the young people will have the opportunity to have their voice heard on how they wish to be cared for. Some of the systems used for this will include monthly keyworker sessions, this allows the individual to have one to one time with their keyworker to discuss and areas they wish. Additionally, they will have input in the home on a weekly basis through activity planners, food menus, complaint forms, settling at night and deco of home. The manager and R.I will also support their views during quarterly Placement Plan reviews, they will have the opportunities to speak about their care and what they wish to work towards. The R.I will also speak with the Young people during visits to the home.
- Complaints – Within Hafod Wen there will be a policy covering of complaints, this will be found in the office and the young people will be briefed on the process during their admission. There will be complaint forms readily available for the young people to use, additionally the young people can verbally complain to the staff team and management, this is set out in the complaints policy. All complaints will be taken seriously and recorded and reported, there will be a hard back book available along with a file to evidence this within the office.
- Staff Supervision (Monthly) – The home aims to supervise the staff monthly; this will be covered through planned supervision and also spot supervision. This will cover areas around how the individual's relationship is with the children, and training requirements, personal support, what is going well and areas of development.
- Directors meeting (Monthly) – The Directors meetings will be held with the management team from all homes within the company. It will give all managers the opportunity to come together and discuss how their personal homes are functioning, whilst feedbacking back to the directors. The meetings will take on the views of the young people and staff in terms of any items required for the service to function along with staff training requirements.