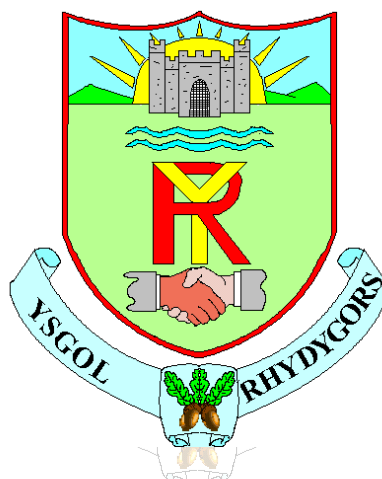


Ysgol Rhydygors School



Believe, Persevere & Succeed

Ysgol Rhydygors (Residential) Statement of Purpose

June 2015

Ratified by the Governing Body on

To be reviewed on

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Ysgol Rhydygors (Residential) Statement of Purpose

Introduction

This Statement of Purpose details the aims and objectives of Ysgol Rhydygors, the sort of children and young people it cares for, the staff, their training and other matters such as reviews, measures of control, and the right of a child/young person to make a complaint. At Ysgol Rhydygors we believe it is important to provide a service that is caring, appropriate and valued. This document is intended to outline what this service will be and what you can expect from the residential aspect of Ysgol Rhydygors.

1. Overall Aims and Objectives of Ysgol Rhydygors.

Ysgol Rhydygors is a weekly residential facility which operates from Monday to Friday during term time. All children return home at the end of their stay - whether it is a 3 or 4 night placement; there is no provision for weekends or holiday periods.

The school aims to provide an encouraging, safe and supportive environment for young people with emotional and behavioural difficulties. We also cater for young people from diagnosed with ASD who are high functioning.

Ysgol Rhydygors provides focused work as identified in each child's placement plan, statement of education, and Individual Education Plan (IEP). These are designed to meet the needs of each individual by addressing one or more of the following objectives:

- To promote, encourage and support young people in attending education/achievement.
- To develop strategies for managing own behaviour and anxiety, by increasing self-control and self-management.
- To support communication development.
- To develop appropriate social, independent, self-help and life skills.
- To access a range of activities within the local community.
- To develop hobbies, skills and interest.
- To participate and cope with everyday routines enabling young people to manage change.
- To access a 24 hour curriculum.
- To provide added structure and continuity for the young people.

We work closely with parents/carers, social services, health, teaching staff and other agencies to work towards achieving the identified targets and objective.

Ysgol Rhydygors will implement positive interventions in the lives of young people with a clear goal that they may be able to return to their family home, independent living or specialist provision when they leave and any form of discrimination will be challenged. All elements of the young person's situation and special or other needs are assessed to ensure the suitability of the proposed and ongoing placement we also aim to provide an environment that is understanding of the young person's needs.

The residential staff of Ysgol Rhydygors are largely bilingual and can converse with young people who may choose to communicate through the medium of Welsh.

We will do all we can to empower young people, promoting and protecting their rights and

encouraging them to act responsibly. We ensure young people are involved in their planning process and the day to day operation of the home and we promote a culture that is high in praise and one that rewards positive behaviours. We aim to improve each young person's self-confidence and self-esteem.

We provide accommodation, structures and strategies to support and maintain the young person's place within their family.

2. Facilities and Services Provided

Ysgol Rhydygors is situated in Johnstown which is on the outskirts of Carmarthen near the local leisure centre and close to the countryside. The residential aspect of the school is located at the rear of the site and is attached to the school building. There are five dormitories currently in use with space for up to 20 residential pupils. There are plans to down size the dormitories to 4 due to the recent drop in numbers. Ysgol Rhydygors offers a day placement as well as a residential placement for pupils in Carmarthenshire and indeed for pupils from neighbouring counties. The grounds have a back field which pupils can access in the summer months, a communal garden that they have all worked on to maintain, and a yard to play games. Ysgol Rhydygors also has an adventure park which has plans in place for improvement and modernisation.

Placements are for 4 nights a week, however, some pupils are able to go home one night a week to their parents as part of their home life development (usually a Wednesday night).

Staffing Arrangements

3. Qualifications and Experience of the Senior Care Manager

The Senior Care Manager is responsible for the day to day management of the staff team and the care provided to young people placed at Ysgol Rhydygors and is accountable to the Head Teacher and the school's Governing body. The Senior Care Manager holds a QCF Level 5 in Residential Management and has worked with young people with emotional and behavioural difficulties for 15 years.

4. Numbers, Qualifications and Experience of Persons working at Ysgol Rhydygors

The diverse nature of the team in terms of age, gender, ethnicity, experience, skills and qualifications provides the opportunity to promote a positive view of difference to young people. Furthermore, it is diversity that the team is committed to continually build and extend upon. A full list of staff names, experience and qualifications is given later on in this document (**see Appendix 1**).

All workers currently employed at Ysgol Rhydygors (including supply staff) have undertaken a Disclosure and Barring Service (DBS) check and will have documentary evidence of this. DBS checks are reviewed every three years and there is a system in place operated by Carmarthenshire County Council and Ysgol Rhydygors administrative staff which triggers a review when needed.

Ysgol Rhydygors (Res) currently employs:

- Senior Care Manager
- Senior Child Care Officers (x3)
- Child Care Officers (x6)
- Wake-In Child Care Officers (Nights) (x2)

Ysgol Rhydygors has a staffing complement of two staff to four young people. Where identified, staffing levels are increased to meet the young people's needs, for instance in the evenings, mornings or to take part in an activity that requires a greater need for staff attention. No staff member will be left alone in the home with any of the young people.

Night duties between 9.30 p.m. and 7.30 a.m. are met by waking night staff and sleep in staff in the unit, wherever possible reflecting gender balance. When risk assessments identify specific needs, additional waking night staff and/or sleep in staff may be used.

The Senior Care Manager and the three Senior Care Officers working arrangements reflect the need to ensure one or more of the senior team are on site on sleeping in duty. Further senior management cover is provided by the Head Teacher and Deputy Head Teacher of the school. At least one senior member of staff is available (on call).

From time to time we may have to use supply workers. We only use supply workers who are known to provide the highest levels of care for our young people. All supply workers must provide proof of identity and evidence of their CRB status before they commence employment.

5. Staff Supervision, Training and Development

Supervision

Supervision is a vital part of supporting, managing and developing the staff team. All staff who are newly employed at Ysgol Rhydygors are subject to the corporate 6 months probationary period. It is a requirement that all staff receive supervision and this is provided by the Senior Care Manager and the Senior Care Officers, in line with National Minimum Standards for Residential Special Schools, 2003. Formal supervision is every six weeks. Supervision sessions are recorded and placed on the staff member's file.

All staff take a Performance Appraisal with their supervisor every school year, which reviews progress sets personal work targets and actions for the coming school year.

Training

Prior to commencing duties at Ysgol Rhydygors, all new staff receive Induction Training which includes Child Protection Procedures, Fire Safety, Medical Procedures, the Recording of Information, and Physical Intervention.

In line with National Minimum Standards, all staff who have completed their Induction and Foundation training are registered for the **Qualifications and Credit Framework**, level 3 Child Care (QCF 3). The requirement is that 80% of staff at Ysgol Rhydygors (Res) will be QCF 3 qualified within three years of completing registration with the Care Council for Wales.

Overall, each member of staff will receive up to 5 days training per year. Training needs will be discussed, agreed and monitored through the supervision and performance management process. These are recorded in a Professional Development Plan which is part of the Performance Management.

Development

- Staff development is seen as part of an ongoing process that includes:
- Training and supervision
- Weekly team meetings

- Working as part of a team
- Key working and joint working with colleagues within the team
- Joint working with the education provision and other professionals and agencies

Extra duties and responsibilities are delegated to staff as they become more skilled and competent within the team.

6. The Organisational Structure of Ysgol Rhydygors

Organisational Chart (see Appendix 2).

7. Young People and the Accommodation Offered

Young people at Ysgol Rhydygors are aged between 10 and 16 years old. Only in exceptional circumstances if it was deemed safe enough at the time to do so, would we offer care to young people under the age of 10 years.

Ysgol Rhydygors provides for the needs of both boys and girls. We have places for up to 20 young people on any night; placements are for four consecutive nights during term time.

The daily routine is kept as consistent as possible with young people arriving from school at 3.30pm; they are offered a snack before going on to organise themselves for the evening activities and organising their uniform for the next school day. Between 4pm and 4.45pm pupils are offered a variety of informal activities ranging from sporting to reading, or just having time to chill out and relax. There are a variety of activities on offer to the pupils which are planned, organised, and delivered by the staff. These activities run between 6pm and 7.30pm, but in some cases activities may start sooner than 6pm and indeed may finish later than 7.30pm which is down to the discretion of senior staff. Young people are encouraged to have a bath or shower before preparing for bed and are usually in bed between 8.30pm and 9.45pm depending on the young person's age. Young people get up around 7.30am wash, dress and have breakfast in the school dining room before leaving for school at 9am.

Ysgol Rhydygors provides a specialist provision that creates a homely atmosphere within the structures and routines required to reduce the young people's anxiety levels and develop self-help and personal hygiene skills.

Many of the pupils may have significant learning difficulties, challenging behaviour and communication difficulties coupled with complex health and medical needs. The young people will receive specialist input from the school and external agencies to develop, monitor and review the programmes required to meet these complex needs.

Care staff work in partnership with parents/carers and young people to facilitate religious observations including: attendances at services; following any dietary requirements and any religious rituals a young person may wish to partake in, provided there is no risk of significant harm; respect for a young person's right to any chosen religious observance. Young people will be encouraged to thrive culturally.

Each dormitory has the following accommodation and resources:

- A living room, with seating for up to 7 pupils and 2 staff. The living area has Digital TV, DVD, CD player, Wi-Fi throughout (internet secure).

- Each dormitory has a kitchen unit with washing facilities, kettle, dishes, cutlery, and a microwave.
- Each pupil has their own wash basin, communal shower/baths, and communal toilet facilities.
- Dormitory staff are also encouraged to develop any spare bed spaces on the dormitory into “homework areas”, “Chill out zones”, “Games room” etc.

Altogether there are five dormitories. The dormitories are open plan with double and single size bed spaces.

Pupils have access to the communal garden under staff supervision.

Sleeping accommodation is provided for staff who have a staff flat which they can access when off duty. Sleeping in staff have sleeping in rooms located on all dormitories (apart from girls dorm) and depending on what staff are sleeping in, will sleep in relevant room. Staff can be easily accessed by the night staff should they require assistance.

In addition the provision has:

- External doors operated by a fob system to enhance security measures already in place. Plans are in place to fob all internal doors which lead to the dormitories due to its closeness to the school itself;
- A large internal games and play area with external access to the gardens;
- A Music/DJ room;
- A family room, where young people can meet in private with visitors or staff or pursue a hobby or personal interest. This room is also utilised for meetings when the young people are at school (known as HAFAN/ENCIL);
- A Medical/First aid room with secure facilities for the storage and administration of medication;
- Staff and visitor toilets;
- Office and reception areas with access via the door access system and secure filing system;
- A laundry and housekeeping store;
- A staff room.

The outside area to the front and back of the school provides parking for staff and visitors and school mini buses. It is an open area with laid beds of shrubs, mature trees and grassed areas bordered by a fence on one side. To the rear the school has a large field, play area, an adventure activity area (under development) and mature trees. Ysgol Rhydygors is close to the River Tywi and is a 10 minute drive from the coast.

8. Ethos and Values of Ysgol Rhydygors

Ysgol Rhydygors provides a positive experience in young people’s lives by offering a skilled service from committed staff in a safe, appropriately structured and caring environment.

Staff work in an open and honest way with young people being treated with respect and dignity. Staff work in a child focused and positive way to promote rewards and praise, to help boost self-esteem and self-confidence.

9. Admission Criteria

All young people placed at Ysgol Rhydygors have a statement of Special Educational Needs.

Young people may be accommodated for a variety of reasons, for example young people whose challenging behaviour has resulted in a family breakdown (this includes birth and step families, foster placements and other residential placements).

All admissions are on a planned basis. Emergency admissions are not part of the remit for Ysgol Rhydygors.

Young people who are referred to Ysgol Rhydygors as 'Looked after Children' will need to have the relevant 'Looked after Children' documentation provided by the allocated social worker prior to the placement of the young person, failure to provide these documents will delay the admission process. Social workers are required to conduct statutory reviews and statutory visits which will be recorded in the young person's file.

Careful consideration is given to the compatibility and risk assessments to assess whether a child would fit in to the current group of young people in the dormitories and the impact their addition would have on a group. This would include the following factors; age, developmental level and behavioural profile.

Placements are usually for four nights a week with the young people arriving on a Monday morning and returning home on a Friday afternoon, however some pupils go home one night a week (usually Wednesday) for contact. Placement for one night and two nights will also be considered.

10. Consultation with Young People

Young people are consistently encouraged and supported to make decisions about their individual lives as well as the ways in which the school is run. We aim to consult in ways that are sensitive with regard to any communication, language, religious, ethnicity and cultural needs. The use of an advocate is used when necessary in consultation with young people. Consultation is encouraged through key worker time, dorm meetings where young people are encouraged to make choices about the food they eat, and the activities they would like to take part in. The views of the young people's families and significant others are also taken into account.

11. Reviews and Placement Plans

We aim to ensure that young people's needs are assessed and plans to meet these needs are made and regularly reviewed with young people. This will include Placement plans, Health Care plans, Risk Assessments, Personal Education and Transition plans. We are committed to involve young people and their families in decisions and ensuring that they have a voice about how they are helped.

Every pupil has the opportunity to receive regular Health checks through the School Doctor, Nurse and Dental Services.

One of the main tasks for the key worker is to monitor, review and make appropriate changes to the placement plan on a termly basis (or more frequently if required) and in partnership with the young person and other key people. Parents and significant others are consulted in the review of placement plans. In the case of 'Looked after Children' the plan may change in accordance with the outcome and recommendations of the statutory reviews.

12. Health Protection and Promotion

We regard health protection and promotion of young people as an important part of our role. All young people who are placed at Ysgol Rhydygors have a statement of Special Educational Needs with regard to health.

We work with young people and appropriate health professionals to develop a personal Health Care Plan. The plan covers the whole range of potential health needs, including physical, emotional and sexual health. We also work with external agencies to deliver and cater for any health needs of the pupils and often utilise an NHS funded agency called "Iechyd Da" to facilitate the sessions of which content may range from sex health, alcohol misuse, drug misuse, personal hygiene, and smoking.

Young people are encouraged to have regular dental, health and eye sight check-ups. Wherever possible and if young people choose, we aim to help them remain with their own doctor, dentist and optician. However, if this is not possible or desirable we will ensure that young people are registered with a GP, Dentist and Optician.

Whilst respecting young people's rights and privacy, they are supported to seek help with any illnesses or health issues that they experience.

If a young person feels ill whilst they are resident at the school, staff will contact the parents to inform them of the illness if this can be managed at the school or to make arrangements with the parent to send the young person home. Parents receive letters informing them of sickness guidelines of the symptoms/illnesses that may prevent a child attending school; this is to prevent the spread of illness/infection to other children and staff and to prevent the young person feeling distressed or homesick. If a young person is feeling homesick they are encouraged to have regular telephone contact with parents and parents can visit the young person during their stay.

Medication Needs

- We will try to ensure that each child has a health needs assessment prior to admission.
- All medication consent forms will be signed by parents before staying at Ysgol Rhydygors.
- All medication needs to be clearly labelled with the correct dosage and in its correct box. Parents will keep staff informed of any changes and will obtain a copy of the prescribed medication/prescription from the young person's doctor.
- Any specific medical needs will have an individual health care plan completed. All medication will be stored appropriately and administered in accordance with agreed policies and procedures.
- Homely remedies for minor ailments such as coughs, colds, sore throats, headaches etc. are securely stored in the medical room and can be given by staff with parental consent and are administered in accordance to Ysgol Rhydygors's Administration of Medication Policy.
- Young people able to administer their own medication will be supported to do so (Only if over aged 16, at a suitable level of understanding and responsible enough to do so) this will be written into the placement plan.
- All staff will receive basic first aid training.
- Emergency telephone numbers will be readily available within the school/Care office.

13. Promotion of Education

Education is a corner stone within young people's lives and we will work in ways that support and help young people to reach their potential within their education. We will therefore ensure that we support and contribute to the young person's Personal Education Plan.

The education facility is supported by a number of external agencies including:

- Carmarthenshire's Educational Psychology Services
- Speech and Language Therapy Services
- Education Social Worker / Child's Social Worker
- Behaviour Support Team and Children's Disabilities Health Team

14. Promotion of Leisure, Sport and Cultural Activities

Young people are encouraged to take part in both group and individual activities which not only take into account their ethnicity, culture, language, religion, interests and abilities but also help to widen and deepen a young person's experience of diversity. For instance, we encourage young people to experience foods, festivals, films and books from different cultures.

If a young person already takes part in an activity, club or hobby, if it is accessible we will do our best to support them with its continuation during their time at Ysgol Rhydygors (transport pupils to football/rugby games etc.).

Young people can choose from a variety of activities for instance swimming, ten pin bowling, cinema, pool, snooker, football, skiing, music, dance, cycling, wall climbing, first aid cadets. Young people and staff produce a weekly activity planner.

Young people are encouraged to join the local library, buy books and magazines. A local newspaper and T.V. magazines are purchased regularly. Arts and crafts activities are encouraged/provided and all young people have access to the Internet. Internet access is made as safe, legal, and age appropriate as possible. DVDs are utilised as requested with appropriate age certificate. Birthdays, Christmas and other festivals, as appropriate, are celebrated with young people by having birthday and Christmas parties on site.

15. Methods of Control, Restraint and Discipline and Behaviour Management

The care staff team believes that it is the responsibility of all staff to communicate with young people about what is acceptable and unacceptable behaviour. Furthermore, it is the responsibility of staff to maintain safe and appropriate boundaries with and between staff and young people. Consistency and fairness are key ingredients to developing a safe and positive atmosphere.

The team also believes that methods of control, restraint and discipline can only have the desired impact within the context of positive relationships existing between staff and young people. Communication, negotiation and mediation are important skills that the team use to help young people to address unacceptable behaviour. Within this overall context, the emphasis and aim of the team is to promote, acknowledge and reward positive behaviour. Staff recognise that behaviour is often a way in which young people communicate and express their thoughts and feelings. It is important to understand the underlying message rather than focus on the behaviour being presented.

It is an important task for staff to provide positive role models to the young people resident. Each individual member of staff has their own strengths and weaknesses, and it is important that they feel comfortable and able to deal with situations as they occur. Whilst it is important to provide a consistent approach it is equally important to provide a flexible and child-focused approach.

Generally staff use positive behaviour management that promotes reinforcing appropriate behaviour whilst ignoring difficult & disruptive behaviour (providing it does not put the young

person or others in danger).

This approach is underpinned by the belief that if the young person's behaviour results in something pleasant happening he/she will be more likely to repeat that behaviour in the future. Therefore it follows that if nothing much happens, or they are ignored, they will slowly become less likely to repeat the behaviour.

Although the emphasis at Ysgol Rhydygors is on safe and consistent approaches within the context of positive relationships and rewarding positive behaviour, there are times when sanctions and reparations are deemed necessary. Physical Intervention is only to be used as a last resort by trained staff.

Ysgol Rhydygors has clear written policies and guidelines that outline to both staff and pupils which sanctions are acceptable and under what circumstances.

The use of physical intervention on a young person is not part of sanctions or punishment. There are occasions when the use of physical intervention may be necessary but this is only used if the young person is likely to seriously injure themselves, others or property. The restraint techniques used are those taught in the PROACT SCIP training accredited by the British Institute of Learning Disabilities (BILD) and only members of staff trained in this technique should undertake physical intervention. All physical interventions are clearly recorded in a bound book. The frequency and nature of physical interventions are tracked on a termly basis and reviewed and monitored by the Head Teacher and a representative from the Governing Body; trends identified and appropriate action taken. Behaviour incident forms are completed and de-brief is carried out. If any physical intervention is used in respect of your child you will be informed via the telephone and letter.

16. Arrangements for Child Protection.

The Senior Care Manager is named in the Child Protection Policy as the Designated Child Protection Coordinator for the residential aspect of the school. The Head Teacher has overall responsibility for Child Protection. The Child Protection Policy is reviewed annually.

The staff team has a responsibility to make sure that young people in residential care are protected from abuse and neglect.

Staff receive regular Child Protection training and termly supervision, which enables them to recognise all forms of abuse, to deal with suspicion of abuse and to minimise the risks of abuse whilst the young person is looked after.

Staff will have opportunities to develop through training, supervision and performance management.

Staff guidance includes the use of risk assessments, and all staff are made aware that anyone who receives an allegation of abuse should avoid asking leading questions or giving inappropriate guarantees of confidentiality as this information may need to be passed on.

In accordance with the school's Child Protection Policy and the All Wales Child Protection Procedures Ysgol Rhydygors records and informs relevant professionals of any child protection concerns. Members of staff who may be subjected to allegations against them have written guidance which clearly states how they will receive information and support whilst an investigation ensues.

We will treat all personal information respectfully, sensitively and confidentially. The team is

committed only to sharing personal information with other professionals about a young person on a “need to know” basis, balancing the need to protect with being able to provide a good service.

17. Arrangements when Young People go missing

The care team at Ysgol Rhydygors believe that a young person’s safety and welfare is of paramount concern. It is therefore our priority to do everything possible to ensure the safe return of a young person absent without authority.

It is also part of the team’s working philosophy that when a young person goes missing, there is a reason for this. The team therefore aims to work with the young person to prevent this happening in future. On returning from a missing episode, a young person’s safety is of paramount concern and staff will always check that the young person is safe and well. Parents or Carers will be notified. All episodes of absconding are logged and CSSIW are notified.

18. Details of Electronic and other Surveillance Equipment

If staff are required to enter a young person’s room to conduct a room search because of a Health and Safety issue, this will always be done with two staff and recorded in a bound book which is monitored and reviewed by the Senior Care Manager and the Head Teacher. It will also be a part of a young person’s Placement Plan and Risk Assessment. The need for this action will be clearly explained to the young person.

We hope that all young people who are placed at Ysgol Rhydygors, and share the accommodation with other young people and staff, find it a positive, safe and rewarding period in their lives. In addition to helping them find strategies for managing their emotional and behavioural problems the provision also allows greater opportunities and experiences than might otherwise be possible.

Young people are encouraged to personalise their bedrooms and they can bring in personal belongings. Young people are expected to hand in mobile phones and electronic games for safe keeping at bedtime and to ensure the young person gets a good night’s sleep and is not awake using the phone or playing games during the night, young people can sign agreements for personal items to be locked away safely until morning.

19. Fire Precautions and Emergency Procedures

The advice of the Fire Service was sought in writing a policy and guidance for pupils and staff on the prevention of fire and evacuation in the event of fire. There are smoke and heat detectors throughout Ysgol Rhydygors. Additionally, there are monthly tests of the fire alarms and emergency lighting. Regular fire evacuation drills are carried out and recorded. Fire safety equipment is subject to regular inspection by the local Authority. When equipment has been used arrangements are made for its immediate replacement.

Young people and staff are included in fire drills and evacuations. The staff team also discuss the issues of fire and building safety with young people at regular intervals or indeed when particular issues arise. The fire procedures are displayed all around the facility and these include a floor plan.

Arrangements for severe weather conditions will be agreed between the Head Teacher and the Senior Care Manager. In the event of severe weather conditions that may prevent staff and young people travelling safely to or from Ysgol Rhydygors parents will be notified as soon as possible about the decision to close the school and of the arrangements that have been made with taxi’s to pick up and transport the young people home. The safety of the young people is paramount.

20. Supporting Religious Beliefs and Culture

Staff work in partnership with carers/family and young people to facilitate religious observations including: attendances at services; following any dietary requirements and any religious rituals a young person may wish to partake in, provided there is no risk of significant harm; respect for a young person's right to any chosen religious observance. Young people will be encouraged to thrive culturally.

21. Arrangement for Visits from Family, Friends and Significant Others

The care staff team work in partnership with young people to ensure that contact with families, as outlined in their Placement Plan, are adhered to. We will give as much constructive support as possible to maintain this. Families, friends and significant others will always be made welcome, as long as they behave in safe and appropriate ways when visiting. The school has provision for family, friends and significant others to visit in a safe friendly environment.

All visitors are required to sign in and out of the building. Records of visit are kept in a visitors' book kept in reception.

22. Arrangements for dealing with Complaints

The staff team supports the need for young people and their families in their right to make a complaint about any aspect of their care. At Ysgol Rhydygors we also believe it is important to help young people and their families understand why the complaints procedure exists and how to use it should they ever feel it necessary to do so. Staff work alongside young people to empower them and enable them to make complaints whenever they feel their needs are not being met. Staff aim to ensure that young people who make complaints do not feel guilty in any way. All complaints are logged and reported to the Head Teacher.

The team endorse the view that whenever possible complaints should be dealt with informally. At the same time the team acknowledge that if an informal resolution is not possible the process for making a complaint must allow for an examination by someone who is not directly involved in the care of the young person concerned. Finally the team acknowledges the importance of young people and their families having the right to complain to the Care Standards Inspectorate for Wales.

Useful contact numbers and addresses **(See Appendix 3)**.

23. Anti-Discriminatory Practice, Promotion of Equal Opportunities

The staff team at Ysgol Rhydygors aim to be continually aware of the ways in which certain groups within society are disadvantaged, particularly in relation to age, gender, ethnicity, religion, class, disability and sexual preference. In order to help address inequality and disadvantage, the care team at the school embraces diversity.

Our shared values include:

Dignity and Respect

We recognise the value of young people, their uniqueness, and personal needs and identity. We are committed to respond to young people with dignity and respect.

Equality

We aim to ensure that services are accessible. We promote opportunities for all pupils. The services

provided by staff will help young people make positive choices in their lives. We work in ways which do not discriminate. We challenge, support and encourage other people not to discriminate against young people or others on the grounds of age, ethnicity, culture, language, religious beliefs, gender, disability, sexual preference or sexuality. A commitment to treat young people fairly and safely is central to the school's ethos.

Partnership

We are committed to working in partnership with young people, their parents, carers and families, social workers and with other agencies and organisations in order to provide young people with the help they need.

Quality

It is our intention to provide quality services. We work towards continuously improving the work that we do in line with legislation, National Minimum Standards, best value and best practice requirement.

Independence

We have a commitment to providing equal opportunities for young people to act and think independently, whilst having particular regard to helping young people to keep safe.

Rights

We have a commitment to young people's rights and entitlements as set out in The Children Act 1989 and The United Nations Convention on the Rights of the Child and which are further endorsed within the National Minimum Standards for Residential Special Schools, 2003.

Listening

We have a commitment to listen to young people about what they think about the care they are receiving and about what is important to them in their lives. In particular we will listen to any comments or complaints they have about their care and we will deal with these fairly and openly in accordance with School's Policies and Procedures.

Development and Fulfilment

We encourage young people to reach their full potential. We work in ways that aim to reduce their anxieties and challenging behaviour to a level that will allow them to access a wider range of activities and opportunities. We believe that young people should be encouraged to make the most of opportunities for education, leisure, employment and the promotion of their health. We are committed to help young people to have the best possible start in life through the continuity provided by the close working relationship between care staff and teaching and support staff at Ysgol Rhydygors.

Confidentiality

We treat all personal information respectfully, sensitively and confidentially. The team is committed to sharing personal information with other professionals about a young person on a "need to know" basis only, balancing the need to protect young people with being able to provide a good quality service.

Rights and Responsibilities

At Ysgol Rhydygors, young people have a right:

- To be treated fairly.
- To be physically well cared for in relation to: their health, clothing, food, warmth, cleanliness and safety.

- For friends and families to be made welcome in accordance with their personal care plan.
- To make mistakes.
- To have their views encouraged and considered and the right to an advocate to assist them.
- To be supported in following any religion they may choose.
- To expect choices whenever they are available.
- To read what we write and record about them.
- To receive care which is planned and regularly reviewed.
- To complain if unhappy with the care received or care offered.
- To be included in and have access, with the help of staff, to their Placement Plans and care documents.
- To have their own copies of their daily care plan, statutory review and reports from social workers and care staff, and a safe place to keep them.
- To have documents presented in a way that is sympathetic to their learning or communication difficulties.
- To complain if they have a concern or issue and to be able to access Ysgol Rhydygors's Complaints Procedure.

Staff at Ysgol Rhydygors believe that with Rights come Responsibilities and therefore the team expect Young People:

- To work with us towards identified goals.
- To treat themselves, other young people and staff who live or work at the school with respect.
- To value and look after the physical environment at the school, since this is their home and other young people's during term time.
- Not to hurt, threaten, bully or frighten anyone at Ysgol Rhydygors.
- Take part in activities, dorm routines and respect school rules, for instance bedtimes, use of the TV, and sharing chores.
- Attend the young people's meetings.

24. Expectation of Parents

- To work with us towards achieving their child's goals.
- To offer support and encouragement to their child.
- Wherever possible, to attend meetings about their child's education, health and care plans.

25. Monitoring of Care Practice

A Self-evaluation is carried out by the Senior Care Manager and Head Teacher annually to meet the National Minimum Standards. The provision is inspected annually by the Care Standards Inspectorate for Wales; a copy of the inspection report can be obtained from Ysgol Rhydygors.

ESTYN inspects the school's residential provision during the school inspection cycle.

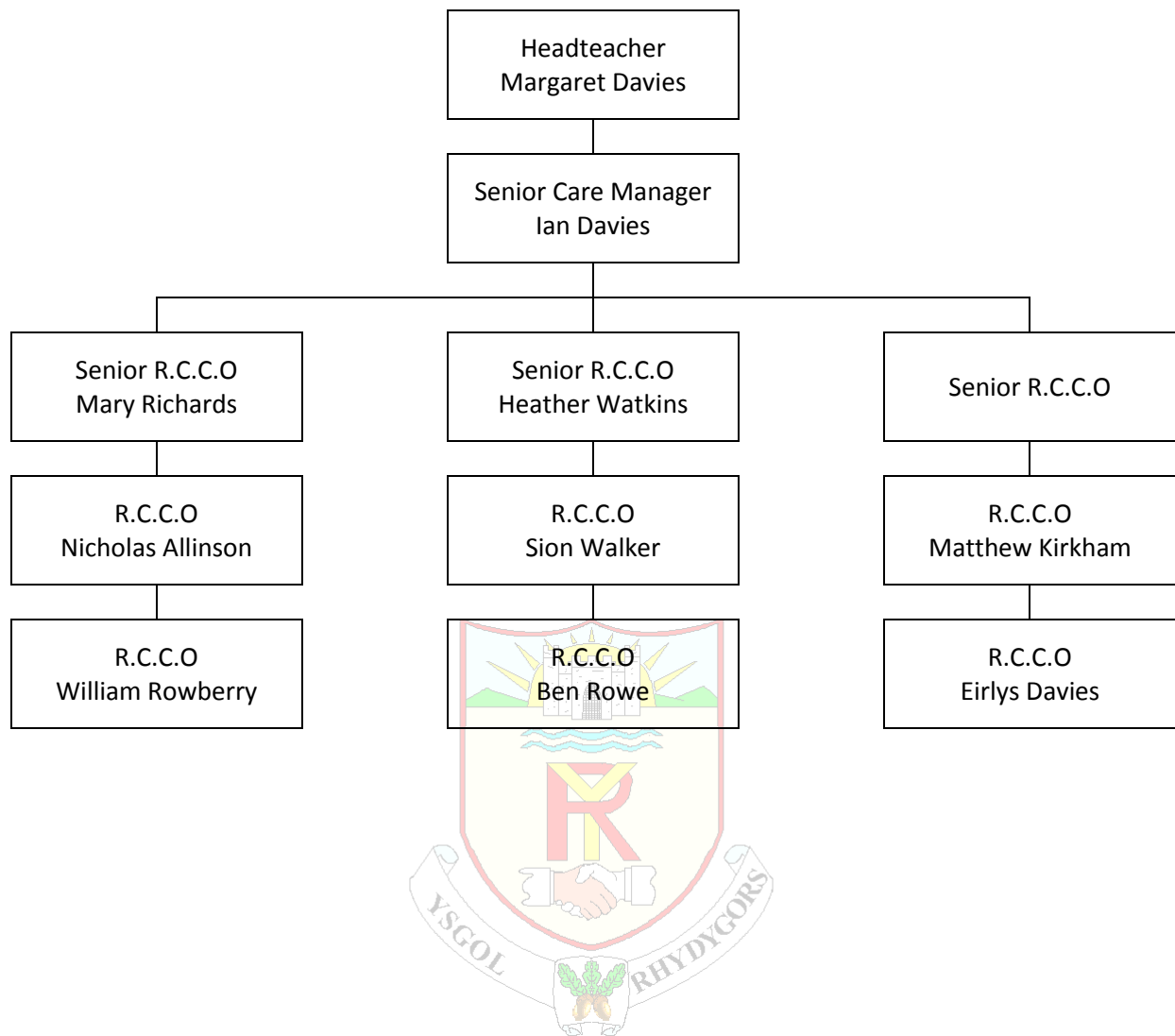
If there is something that you do not understand or if you need further information, please contact the Senior Care Manager. We aim to work in partnership with parents, teachers, local authorities and other professionals and we believe this is important even before a child or young person stays at Ysgol Rhydygors as a resident.

This document is available to parents/carers, young people, staff and the placing local authority.

Appendix 1 - Staff Names, Qualifications and Experience

Full name	Relevant qualifications	Experience
Nicholas Allinson	QCF 5 in Residential Management. BA Hons in Health and Exercise and Sport Studies.	Has worked at Ysgol Rhydygors for the past 3 years and has worked with challenging young people in other settings since 2010.
Eirlys Davies	NVQ 3 in Child Care	Has over 15 years' experience in looking after children and young people.
Ian Davies	QCF 5 in Residential Management. BA Joint Honours in Health and Exercise and Sport Studies.	15 years' experience in working with young people with emotional and behavioural problems in a variety of settings. Worked at Rhydygors for over 3 years and began as an R.C.C.O and is now Senior Care Manager.
Gemma Evans	Working towards NVQ 3 in Child Care	Has worked as a Wake-In care officer for nearly 2 years, and has worked with young people for 5 years.
Keith Evans	NVQ 3 Child Care	Worked in Mainstream School with Special Needs for 2 years. Has been an R.C.C.O at Ysgol Rhydygors for nearly 5 years.
Matthew Evans	NVQ 3 Child Care	Previously worked as a lifeguard in local leisure centre, has been working at Ysgol Rhydygors for 6 years.
Sarah Jones	NVQ 3 Child Care	Sarah has worked for nearly 3 years at Ysgol Rhydygors as a Wake-In care officer. Sarah has also worked as a receptionist for the school to cover illness.
Matthew Kirkham	NVQ 3 Child Care	Has worked at Ysgol Rhydygors for over 3 years and worked at SMART project prior to that. Worked with challenging young people for over 5 years.
Mary Richards	NVQ 3 Child Care	Has worked in Ysgol Rhydygors for past 15 years in various roles ranging from cook, R.C.C.O., to Care officer (Days). Mary is also a Senior Child Care Officer.
William Rowberry	Currently working towards NVQ 3.	William was an LSA at the school prior to him starting work as an R.C.C.O in September 2014.
Ben Rowe	Currently working towards NVQ 3	Ben was an LSA at the school before joining the care team in September 2014.
Sion Walker	Currently working towards NVQ 3	Sion was appointed as an R.C.C.O in September 2014. Previous to that, Sion has worked as a one to one support worker with a pupil with learning difficulties.
Heather Watkins	NVQ 3 in Child Care	Qualified Nurse working with children for past 20 years. Heather is a Senior Child Care Officer. Heather has worked in Ysgol Rhydygors for the past 14 years.

Appendix 2 - Organisational chart



Appendix 3 - Useful telephone numbers and addresses

CARE AND SOCIAL SERVICES INSPECTORATE WALES

Government Buildings
Picton Terrace
Carmarthen
Carmarthenshire
SA31 3BT

Tel. no.: 0300 7900126

CARMARTHENSIRE COUNTY COUNCIL SOCIAL SERVICES DEPARTMENT

Ty Elwyn
Llanelli
Carmarthenshire
SA15 3AP

Tel no.: 01554 774951

CARMARTHENSIRE COUNTY COUNCIL

St David's Park
Carmarthen
Carmarthenshire
SA31 3HB

Tel. no.: 01267 234567



YSGOL RHYDYGORS (RESIDENTIAL)

Ysgol Rhydygors
Llansteffan Road
Johnstown
Carmarthenshire
SA31 3NQ

Tel. no.: 01267 231171

Monitoring and Review

Author	
Created on	
Last updated on	
Approved by	
Approved on	
Adopted by Full Governing Body on	
Scheduled review date	
Head teacher's signature and date	
Chair of Governor's signature and date	

