

Section 1: About the provider

Service provider	Complete Care Plus Ltd
"	Individual <input type="checkbox"/>
	Limited company <input checked="" type="checkbox"/>
	Public limited company <input type="checkbox"/>
	Limited liability partnership <input type="checkbox"/>
	Charitable company <input type="checkbox"/>
	Charitable incorporated company <input type="checkbox"/>
	Other corporate body <input type="checkbox"/>
	Committee <input type="checkbox"/>
	Charitable trust <input type="checkbox"/>
	Other unincorporated body <input type="checkbox"/>
	Local Authority <input type="checkbox"/>
	Local Health Board <input type="checkbox"/>
	Partnership <input type="checkbox"/>
Responsible individual	Debbie Martin-Jones Contact Number: 01656 667241
Manager of service	Bev Murphy Contact Number: 01656 667241
Name of service	Complete Care Plus Ltd – Willow House

Section 2: Description of the location of the service

a) Accommodation based services.

Willow House is located within a spacious 3 bed-roomed house which can accommodate 2 children/young people. Willow House is situated in Bridgend, a small town near the coast in South Wales. There is access to leisure facilities, beaches, parks, and clubs suitable for children. There are also a wide range of public and private activity venues, schools and appropriate after school clubs within the County borough. Children and young people will be encouraged to access facilities in the locality to promote social inclusion and support integration into their new living environment. There are both bus and rail services within Bridgend to Swansea and Cardiff. A company vehicle is available to ensure that the children can be transported as required and appropriate.

Facilities and services in the local area

- 10 comprehensive schools
- Five swimming pools
- 3 recreation centres
- Gymnastics club
- Youth Clubs
- Libraries
- Sea/army/air cadets
- Hospital with A and E
- Doctors and Dentists
- Child and Adolescent Mental Health Services (CAMHS) (via referral)

There is a group General Practitioner (GP) surgery located close to Willow House which young people can be registered.

b) Community based services *e.g., domiciliary support services*

(Tick the area where the service is provided)

Gwent regional partnership board

North Wales regional partnership board

Cardiff and Vale regional partnership board

Western Bay regional partnership board

Cwm Taf regional partnership board

West Wales regional partnership board

Powys regional partnership board

Section 3 About the service provided

a) Range of needs we can support

Willow House

Willow House residential service will provide a home for up to 2 young people of any gender in the age range of 11 - 17 years of age. Willow House will provide a home for children/young people for as long as it is meeting their needs. We will support the children/young people to be able to leave Willow House to move into a foster placement, successfully transition into their own accommodation or return to appropriately identified family members. The length of placement will depend on the young person's care plan, and the ages of residents will depend on suitable and safe matching, wherever possible this will be within a 4-year age range. Willow House will be providing a home for those young people who are particularly vulnerable and unable to remain living with family or in their local areas at the point of admission.

The home can be offered as a solo placement for young people who require 2:1 support.

We would need a full discussion relating to any young person subject to Deprivation of Liberty (under inherent jurisdiction).

As a Company we feel strongly that we can identify the children and young people whose needs we can meet successfully. We also believe that it is important to be clear about those needs that we may not be able to meet; to know our limitations so that we do not offer false expectations for young people and Local Authorities.

We would expect to be able to meet the following needs:

- Children and young people aged 11-17 years (and beyond if required)
- Any gender, including young people who identify as LGBTQ+
- Care experienced young people, or those who come direct from the community
- Substance or alcohol abuse
- Self-harming behaviour
- Pregnant young women
- Experience of sexual abuse including child sexual exploitation (subject to full risk assessment)
- Involvement in criminal behaviour/youth justice system (subject to full risk assessment)

At this time, we are not able to successfully meet the needs of young people who have serious (diagnosed) mental health difficulties, or those young people who have been involved in serious sexually harmful behaviour.

We will give consideration to offering a home to young people who have an assessed mild to moderate learning difficulty or disability, but we would not be able to meet the needs of young people with significant learning difficulties or disability.

Service Aim

The Directors of Complete Care Plus have all worked with Looked After Children and based on their experiences are committed to providing the best possible service to everyone we meet. We believe that residential care is a positive option for children and young people.

We believe that all children and young people should live in a home that is safe and where they feel accepted, listened to, and cared for.

We want the children and young people who come to live in our homes to feel warmly welcomed and happy.

We will make sure that our staff are always professional and that they make the very best relationships with children and young people, and their families.

Our staff will develop mutual trust by working with everyone in a way that is open, honest, and transparent.

We are an inclusive company, and we will ensure that our staff are representative of wider society. We celebrate diversity as we believe that the greater the mix of people in our team, the greater the mix of skills, experiences, perspectives, and ideas we can draw on. We will work in partnership with everyone to make sure that children and young people can develop resilience and a sense of well-being.

b) Age range of people using the service	11-17 years
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c) Accommodation Based services	Maximum Capacity 2 young people
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d) Community based services only	Number of Care Hours delivered. <i>Detail the average number of care hours delivered per week. (Tick the relevant box)</i>
	0-250 <input type="checkbox"/>
	251-500 <input type="checkbox"/>
	501-750 <input type="checkbox"/>
	751-1000 <input type="checkbox"/>
	1001-1500 <input type="checkbox"/>
	1501-2000 <input type="checkbox"/>
	2001-3000 <input type="checkbox"/>
3000+ <input type="checkbox"/>	

Section 4: How the service is provided

Our Philosophy

- We believe that all children and young people have the right to be treated with respect, care, and kindness, and to have all their rights upheld.
- We believe that no one should feel left out because of their age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity, or other factors such as social background. We believe that diversity should be celebrated and valued.
- We believe that all children and young people have the right to be listened to and to have a say about decisions that are made about them, and to have information shared with them in a way that they can understand.
- We believe that all children and young people have the right to be involved in the planning for their care and future life, including their plan to leave care.
- We believe that all children and young people have the right to be supported and helped to be the very best that they can be to have ambition and have the support to reach their goals.
- In all our homes, children and young people will have a say in how the home is run – like choosing the menu, discussing rules, and having regular children’s meetings.
- We will ensure that children and young people will be supported to have relationships with their families and friends (as agreed in their care plan).
- We will ensure that children and young people can attend education, training, or employment.
- We will ensure that children and young people will have the opportunity to socialise and to pursue hobbies and interests and they will be supported and encouraged to attend.
- We will ensure that children and young people have regular health checks and are supported and encouraged to attend all appointments.
- We will ensure that children and young people are supported to develop a true ‘sense of self’. To have a sense of their self-worth, self-esteem, and confidence, and to reach their full potential.
- We will support children and young people to develop age-appropriate life skills, to include self-care and preparing for adulthood.
- We will ensure that all children and young people have a plan for leaving care which includes the support they will receive from the home and others.

Model of Care

- Our aim is to welcome children and young people into our homes and to make them feel at home for as long as they need us. They will be accepted, listened to, nurtured, and kept safe. They will have routine and boundaries.

- We will always pay due care and attention to ensuring that there is a good match when making decisions about children and young people sharing a home.
- We will develop positive relationships with each child or young person, which are based on mutual trust, honesty, and transparency.
- We will ensure that every child or young person understands their past, their present and their future plan, which will be created in partnership with them.
- We will ensure that each child or young person has a personal plan that they have helped to create, within the home, that attends to every aspect of their life and that each member of staff is aware of and adheres to the plan.
- We will provide each child or young person with the opportunity to have positive experiences and to make good memories.
- Each child or young person will have a link worker.
- Where a child or young person needs specialist help, we will support them to recognise the need and to access the right services.
- We will adhere to all legislative and regulatory requirements.
- We will ensure that our processes and practices are sound and that the business remains viable.

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

The admission of children to Willow House will be made in line with the referral and admission policy.

Willow House will only accept planned admissions.

No placement will be made without the appropriate Looked after Children paperwork being provided.

Willow House expects that the admission of children and young people could be from a variety of sources, ranging from secure services through to their own home within the community, foster care, or other residential placement.

Willow House will only take planned admissions and it is expected that referring or placing authorities will provide full and comprehensive documentation prior to the time of admission in order to safeguard young people.

- Initial risk assessment completed in discussion with Social Worker and the Manager of the home confirming any safeguarding risks to the young person or any other children placed. This to include a risk assessment of the building in relation to the suitability of physical interventions taking place in the home.
- Upon receiving the admission documentation an impact assessment will be carried out by the Willow House Manager, in their absence the Responsible Individual or a Deputy Manager. The decision to offer a placement will be based upon a thorough consideration of the young person's needs, a judgement on the ability of Willow House to meet those needs based on its Statement of Purpose and any current circumstances to be taken into consideration. For all planned admissions, the Manager will be responsible for agreeing admission of placements.
- The potential compatibility with children and young people already living in the home will be given high priority, and we will consult with their social workers.

- The personal plan should be completed prior to admission to the home, this will be reviewed and updated within 7 days of commencement of placement and a provider assessment created.
- Agreement to the arrangement by Social Worker, Parent's (where possible) and child/young person (subject to age, understanding and circumstances).

Timescales for admission are determined by each child or young person's needs and requirements. It is expected that the information about Willow House has been shared with the young person and their parents (where appropriate). Best practice would enable a young person and (where appropriate) their family to visit Willow House prior to admission. All efforts will be made to ensure a smooth transition from their current placement to Willow House at the young person's pace.

For each young person being offered a home at Willow House in line with their existing personal plan, a provider assessment of their settling in will be undertaken, wherever possible co-produced with the child/young person; the personal plan will then be reviewed and aligned to meet the individual's needs. Young people and significant persons to them, are expected to be fully engaged with this process.

The personal plan will contain the minutiae of the day-to-day routine and activities for the young person and aims to involve them at every opportunity to ensure successful participation and realistic achievements. The link worker will be responsible for regularly ensuring that the plan remains fit for purpose, or highlighting and signposting where changes may be required, this will be overseen and monitored by the Willow House Manager and through statutory reviews. All staff at Willow House are expected to be familiar with each individual care and personal plan and work towards achieving the personal wellbeing outcomes identified. It is expected that the link worker or Willow House Manager will be in touch with the childcare Social Worker on not less than monthly basis to update them formally of the young person's progress.

Children or young people's plans will be reviewed regularly in accordance with statutory guidelines and requirements. The first statutory review will be within four weeks of a child or young person moving into Willow House.

To facilitate these meetings, and to make the child or young person feel comfortable and able to participate, the review meeting will usually be held at Willow House, but we support the child's right to choose the venue. The child or young person will be informed about the meeting ahead of time and assisted in their preparation by having access to reading the report produced by the home prior to the meeting. A child/young person will also be supported to write their own views wishes and feelings to be presented to the review, or to chair their review.

If a young person chooses, a staff member can advocate on their behalf.

Standard of Care and Support

Each young person will have a personal plan, based on general and specific needs and this will be regularly reviewed and updated by the Link Worker. Willow House will provide quality care individualised to the needs of each child/young person, which considers their experiences, identifies the areas in which they need support, and provides achievable targets. Willow House will be able to demonstrate that we are making a difference by measuring outcomes of these interventions and setting milestones. Children and young people will be involved in setting their targets and agreeing expectations and individual rewards.

Willow House staff are expected to work in a positive and proactive manner with each young person living in the home. Staff are expected to treat each young person as an individual, respecting and promoting their gender, religious and cultural needs, or identities. Staff will receive training and advice on the best ways of managing behaviours and addressing any issues within the home.

Staff will receive an induction and ongoing training and must also adhere to the Professional Code of Practice as part of their registration with Social Care Wales. All staff have access to the online Children's Training Hub and are provided with opportunity to access the Hub during working hours.

All staff are expected to read and adhere to all available policies, procedures, and practice guidelines.

Safeguarding

Willow House residential service has a duty of care to ensure that young people are safeguarded and that their welfare is given paramount consideration in all our homes. In all aspects of our work, we aim to provide positive experiences for young people in a safe and caring environment, free from harm or abuse. Willow House residential service has a moral and legal obligation to provide a safe living environment within which young people can thrive; where they are cared for by adults they trust and ensure they can live without fear of harm or abuse.

In all aspects of safeguarding, staff must ensure a child-centred approach.

All staff must be able to demonstrate an awareness of safeguarding procedures and guidance.

All staff have a responsibility to report any suspicions they have, that a young person has or may be mistreated or harmed, and to take all allegations seriously and report them immediately to the Manager and any other relevant professionals.

If any person has knowledge, concerns, or suspicions that a child is suffering, has suffered or is likely to be at risk of harm, it is their responsibility to ensure that the concerns are referred to social services or the police who have statutory duties and powers to make enquiries and intervene when necessary.

The Responsible Individual is the designated Safeguarding Lead for the Company and is available to give advice and guidance and to attend meetings where required.

THIS IS NOT A MATTER OF PERSONAL CHOICE. SAFEGUARDING AND PROTECTING IS EVERYBODY'S RESPONSIBILITY.

Arrangements for Behaviour Support

Behaviour support will be viewed in the context of a child or young person's emotional state and past experiences. Staff will always be trained to recognise and respond positively to an individual's emotional state.

All staff should be aware of the relevant policies and procedures in relation to behaviour support.

We aim to educate children and young people so that they can make appropriate and positive choices which give them the ability to make more informed decisions, not just in their daily lives but in planning for their future. Children/young people, through the building of trusting relationships with either their link worker or other members of the care team will learn about making positive choices. The staff team will offer the opportunity to young people to think about and understand the impact and consequences of their choices and actions helping set their own limits and boundaries.

Staff are expected to be consistent with their parenting approach. Corporal punishment will never be used in Willow House.

In some instances, a child or young person may require access to assessed or identified therapy. Willow House staff will in liaison with the placing authorities aim to ensure this need is met locally and will support the child or young person through this process.

Arrangements for the promotion of healthy living for children placed in Willow House and Health and Safety measures.

Throughout a child or young person's time in placement they will have access to their Looked After Children's Health Visitor or Nurse. This service oversees and offers resources for immunisation and screening, offers advice on nutrition and diet, exercise and rest, personal hygiene, sexual health, and harmful effects of alcohol, smoking and substance misuse. Any additional areas of concern highlighted or where more focus is identified will be addressed by Willow House staff.

Children/young people will be registered with a local GP practice within 2 weeks. Emergency access to a GP is available and there is a hospital less than 15 minutes away with an Accident and Emergency department.

All children/young people will be provided the opportunity to have an annual health check and to visit the dentist as identified in their care plan.

All children and young people will be offered the opportunity to contribute to meal planning and a healthy diet plan will be promoted. Children and young people will also be encouraged to take part in the preparing of meals in line with promoting their life skills and independence. Any specialist dietary requirements or preferences will be catered for, and all staff made aware of any allergies or intolerances young people may have.

Any child/young person who smokes will be discouraged but young people that do smoke will be asked to do so away from the immediate property, in a designated area which has a wall mounted cigarette bin. No staff will smoke at Willow House, visitors will only be allowed to smoke in the designated area.

Any young person in need of urgent medical attention will be taken to A and E or to the local GP for support and guidance.

There is a local CAMHS service available via referral which young people would be supported to attend.

A child or young person needing ongoing medication or treatment will have a health plan clearly outlining the condition/illness, its treatment, and any signs to be aware of/process to be followed. All staff receive training in the safe administration of medication.

Medication will be kept in a locked cabinet within the main office and the Willow House Manager, Senior Support Worker and Shift Leader will have access. For non-controlled medication i.e., inhalers etc then, within the personal plan details will be kept of how where they should be used and stored.

Willow House has a medication logbook in place for each child/young person thereby minimising the risk of incorrect administration.

Complete Care Plus Ltd provides health and safety training to staff with the aim of protecting children and young people, staff, and visitors from harm. The property has all relevant safety certificates for appliances, food hygiene certification, gas, and electrics. An (accredited) independent fire safety risk assessment is available.

The house has access to a maintenance service 24/7 for emergencies and routine works.

All visitors to Willow House will be expected to sign in and out of the home using the visitor's book. All professionals will only be gained entry on production of valid photographic ID (which staff may verify with the visitor's organisation).

Should a young person have an electronic tag ordered by the courts then Complete Care Plus will fully comply with the use of the surveillance.

Arrangements for Education

Complete Care Plus recognises that all children and young people living at Willow House should have access to mainstream school education and all Looked After Children should have a Personal Education Plan.

Willow House will have a designated worker who:

- actively promotes the educational achievements of all young people
- liaises with teachers and the vulnerable groups coordinator
- ensures that all young people have a clear and up-to-date personal education plan.
- attends any education review, contributes to the personal education plan, and attends any school meetings as required.

There are a range of schools in the locality and enquiries can be made as to which school a child/young person could attend. Support is available from the Local Authority vulnerable groups team. Willow House will work closely with the school/college and support education by checking homework diaries and attending events such as sports days, plays etc.

If the child/young person will not be having their needs met through a mainstream education provision a quiet room can be made available at Willow House for private tuition if it were commissioned by the home Local Authority. It is expected that the tutor would liaise with Willow House staff in respect of homework or specific tasks that need additional support.

The provision of internet is available, and all children/young people will be supported in attaining their education goals. All young people will have a desk in their bedroom and appropriate space and light for studying.

There is a local library that can be accessed if required.

Arrangements for the promotion of activities and interests

Children and young people will be encouraged and supported to pursue local activities and interests to promote a healthy lifestyle and fulfil their potential.

These may include clubs such as scouts or cadets, sports clubs such as trampolining or swimming or the opportunity to go to the local skate park or other parks in the area. If a young person has a hobby and needs specialist equipment they will be encouraged where practically possible to continue this.

There will also be a range of supervised activities available such as the cinema, ten pin bowling, going to larger parks and museums in Wales. Parental/guardian permission will need to be given for some activities, but this will be highlighted in advance. Willow House has its own transport for getting to activities and places of interest. Where necessary individual risk assessments will also be carried out.

Within Willow House there are books, TV's, board games and computer equipment that children/young people can use and enjoy.

Staff have a variety of interests and hobbies so there should always be a member of staff who will be able to support the children and young people in their pursuits.

Sanctions and the use of restraint

All staff will need to refer to relevant policies and procedures and the Welsh Government 'Reducing Restrictive Practices' Framework.

The young people's guide to living in Willow House will inform them of the expectations upon them and what they can expect from staff whilst living there. Staff will always be respectful and explain the reasoning behind decisions. Mutual respect and healthy relationships will form the basis of maintaining order and safe living within Willow House and behaviour management and control enabling children and young people to develop self-control and self-discipline. Our focus will be on acknowledging and rewarding positive behaviour and choices.

House meetings will be held on a monthly basis (when there are two young people in placement) where the young people are encouraged to participate and suggest ways of improving the systems within the home, which may include rules and boundaries. The Responsible Individual will attend at least 2 meetings per year.

When a child/young person behaves in a manner that is unacceptable then some form of additional measure may be used. This will always be followed up using the restorative practice method of exploring the issue, the additional measure, and the reason for this being explained to the child/young person, thereby supporting them to learn and understand.

Additional measures should be reasonable and time specific with both the child/young person and staff aware of those boundaries. These may include reparation, increased supervision, withdrawal of a specific activity/event. Sanctions should always be negotiated with the child/young person and could be renegotiated to recognise and encourage positive behaviour.

No form of physical chastisement will be tolerated and is not approved for use within Willow House. A child/young person may only ever expect to be physically restrained in any way, in order to prevent the immediate significant harm of themselves or another person in their environment.

All such incidents will be appropriately recorded, and notifications made. All staff are trained by an accredited trainer in approved forms of restraint and will attend refresher courses as required. Staff who have not received training must not participate in any physical intervention. All physical interventions must be recorded on the Physical Intervention Record.

Food and drink being withheld, the cancellation of contact visits or confinement to a bedroom will not be used as forms of additional measure within Willow House. House meetings will be held where the young people are encouraged to participate and suggest ways of improving the systems within the home, which may include rules and boundaries.

Police Intervention

Police involvement is always a carefully considered response to a young person's behaviour and should not be the first or preferred course of action as we would want to avoid the criminalisation of young people. However, there may be times when this is needed, especially when directed by the Courts as part of a TAG or curfew.

In appropriate circumstances, prior to the police being called every incident will be discussed and agreed with the Willow House Manager, a Deputy Manager, and the Responsible Individual. Any decision to press charges against a young person for an offence or assault should be discussed with a senior manager, their parent or social worker and whenever possible the child/young person themselves. If possible, any action should be planned and take note of the child/young person's individual placement, current circumstances, and any therapeutic advice.

The Police will not be called as a means of controlling any child/young person unless an incident is serious enough to warrant such intervention (i.e., An alleged crime has been committed) and all other avenues of support and behavioural approaches have been exhausted.

Complete Care Plus Ltd is committed to supporting employees who are subjected to assault in the course of their employment. The extent and provision of such support will depend on the individual circumstances of each incident, a post incident de brief and in collaboration whenever possible with the individual to mutually agree a course of action.

Missing Persons/Unauthorised Absence

Staff at Willow House understand that children and young people may absent themselves for a variety of reasons and wherever possible this will be discouraged. Any child/young person wanting to absent themselves from the home will be actively discouraged; staff will take all reasonable steps to prevent absence.

Each child/young person's personal plan will include a section on their absconding risks or patterns, any curfews, and actions to be taken if they absent themselves. The young person should always be aware of those details.

Children/young people may be reported missing to the police if any absence is unexplained, or a time curfew has significantly elapsed and whereabouts are unknown. Police are required to respond immediately to any safeguarding referral made by Willow House. It is important to acknowledge there is a difference between being missing or being absent without authority and staff will follow the written guidance, care plan and risk assessment. Staff will undertake dynamic risk assessments throughout any period that a child/young person is absent or missing to inform the appropriate and safe course of action.

Any periods of absence will be recorded and debriefs carried out and recorded by staff with the child/young person at an appropriate time.

Where determined by the care plan and risk assessment, periods of absence will be notified to the Responsible Individual, Childcare Social Worker, and parents. The Police and the host Local Authority will also be informed. Notifications will be made to the CIW where appropriate.

Willow House staff have an existing relationship with the South Wales Police missing persons team and staff can call for advice or discussion if necessary.

Religion

Staff will be respectful, sensitive, and supportive to the beliefs and spiritual needs of the young people and where known provision will be made to support the individual to participate in attending places of worship locally or in the closest identified provision.

Arrangements for Contact with Family and Friends

A young person will be supported and encouraged to maintain contact with their family, friends, and significant others in accordance with their personal plan and subject to any safeguards that may be in place for their safety and well-being.

Children and young people will be supported to keep in touch through a variety of methods such as skype, face time, phone, letters, post cards and greeting cards in addition to visits to and from friends and family. These contacts will be afforded the appropriate level of privacy but may require monitoring and will be dependent upon any safeguarding concerns or restrictions.

Visits from friends and family are important and the home will promote a warm welcoming experience for everyone, whilst it remains in the best interest of the child/young person. All visiting arrangements will depend on individual circumstances and with consideration of the needs of the other people living within Willow House.

Arrangements for consultation with children/young people

Children and Young People are encouraged to speak to their link workers or any staff within Willow House.

Monthly House meetings for the children and young people will be established to encourage open and positive communications.

Feedback will also be obtained through Looked After Children review forms and professionals working with the children will be expected to advocate on their behalf if necessary.

During visits by the Responsible Individual, children will be spoken to and asked for their views. These views will inform the Quality of Care Review.

Data from the completion of end of placement, compliment, and complaint forms.

Notifications will be made to the service regulator in line with RISCA Schedule 3 (Part 33/36)

We are committed to ensuring that the children/young people in our care have their voices heard. We are currently actively pursuing an arrangement with an advocacy service, in order to provide young people with an independent person with whom they can meet on a regular basis.

Willow House is committed to being inclusive and open, offering children and young people the opportunity to share their views in their own home and to make it a happy place for them to live whilst they are there.

c) Language and communication needs for people using the service.

Complete Care Plus are aware of the requirements of the Welsh Language Standards Regulations 2017. Making an 'Active Offer' is a behaviour that reflects the core values of the Social Services and Well-being (Wales) Act. 2014 which is to put the individual at the core of the service.

Our service is conducted in English, but we recognise that we would need to communicate in Welsh should the need arise.

Language preference will be recorded within each child/young person's personal plan in order that their needs can be met, and 2-way communication is always possible. Should specialist equipment or training be needed this will be discussed pre-placement in order to ensure the service is able to meet individual communication needs.

Section 5: Staffing arrangements

Willow House will have a dedicated team of care staff providing 24-hour support 7 days per week to ensure a consistent and familiar set of people. The staffing ratio will vary according to occupancy and individual supervision need, but will not be less than 1:1

a) Numbers and qualifications of staff

All staff will be registered at the appropriate level as Social Care Workers with Social Care Wales

The staffing complement at Willow House when at full capacity will be:

- 1 Manager, Bev Murphy, who also holds the QCF Level 5 (Children Young People) qualification.
- On every shift in Willow House, it is planned that a Senior or Shift Leader will work alongside a Residential Social Care Worker. Shift Leaders holding or almost completed the Level 3 Diploma in Health and Social Care Services (Children Young People) Wales and Northern Ireland (NI) (or hold past NVQ equivalents). Qualified or working towards Level 5 diploma in Leadership of Health and Social Care services (Children and Young People's residential management) Wales and NI.
- All Residential Workers working with the Shift Leaders will be working towards or registered with Social Care Wales or working towards the Level 3 Diploma in Health and Social Care Services (children and young people) Wales and NI or hold the past equivalent.
- Administration support from a centralised office.

b) Staff levels

Complete Care Plus provides a ratio of 1:1 24/7 a 2:1 ratio can be accommodated depending on the needs of the individual. The level of care is determined by the placing Local Authority in collaborative agreement with Willow House.

The manager will work within Willow House or the other home covering 37 hours usually Monday to Friday weekdays. The Senior Support Worker and 3 x shift leaders working 168 hours per rota shift pattern.

8 Residential Workers to cover the rota undertaking an AM or PM shift working 168 hours per rota shift pattern.

Complete Care Plus Ltd offices are open between 8:30am and 4:30pm Monday to Friday. Administration support will be provided as agreed between the Willow House Manager and Responsible Individual, but the service can be flexible with this provision.

Outside of hours staff will have the number of the children/young people's Local Authority emergency duty team. The Manager/Senior or Shift Leader will be on call in the

	<p>first instance and in the event of them both being absent either a Deputy Manager or Responsible Individual can be contacted.</p>
c) Specialist staff	<p>There will be no specialist staff employed within this service.</p>
d) Deployment of staff at service (for accommodation-based services only)	<p>The rota supports 2 members of staff on the AM shift and 2 on the PM shift, one of whom will be the Senior or a Shift Leader. If the need arises, we have a pool of bank staff that we can call on to cover annual leave and sickness</p>
e) Arrangements for delegated tasks	<p>The Manager may delegate tasks or decision making to the Senior or on occasion to shift leaders. This will need to be with prior agreement and will need to be recorded.</p> <p>In the absence of the Manager, a Deputy Manager can agree admissions in discussion with the Responsible Individual.</p> <p>Each young person will have a dedicated link worker with primary responsibility for oversight and monitoring of their personal and care plans.</p> <p>Delegated Authority may be agreed on an individual basis in line with placing Local Authorities Delegated Authority policy.</p>
f) Supervision arrangements	<p>Induction</p> <p>All new staff are subject to a 6-month induction, which will cover the Social Care Wales induction framework. During the probationary period, their suitability for the role will be assessed. The probation period leading to a full-time employment offer must be signed off by the Manager. During this period of 6 months staff will be receiving 4 weekly supervision and if not already completed they must complete the process of Employer Led Assessment in order to register with Social Care Wales.</p> <p>Supervision</p> <p>Supervision will be held every 4 weeks and in the absence of the Willow House Manager, the Responsible Individual will undertake supervision of a Deputy Manager, who will supervise the Senior Support Worker and Shift Leaders and they will supervise the Residential Care Workers. The Manager will be supervised by the Responsible Individual on a monthly basis. Supervision and appraisal training will be provided to all staff in a supervisory capacity.</p> <p>Performance Monitoring</p> <p>Staff will be expected to commence the appropriate level of QCF training, and this will be monitored through supervision.</p>

	<p>Training records will be kept for all staff and training will be a standing supervision agenda item.</p> <p>Poor performance may lead to a member of staff becoming subject to capability procedures which could involve a detailed plan of areas of performance to be improved, with timescales, and not less than 2 weekly supervisions for the capability period.</p> <p>An annual appraisal will be undertaken which may be reviewed 6 monthly.</p> <p>All staff will have a Personal Development Plan which will be devised with the Manager/Senior and member of staff when probation is passed and reviewed on a 6 monthly basis, or more often if required.</p>
<p>g) Staff training</p>	<p>Staff will receive training through a selection of different methods, both to enable and support individual learning styles and with consideration of access to resources, those methods will include but not be exclusive to: -</p> <ul style="list-style-type: none"> • Online learning – Children’s Training Hub • Face to Face training with internal and external providers • Individual or team coaching and mentoring sessions • Group team building <p>Staff have access to a core training programme provided by internal and external providers which covers: -</p> <ul style="list-style-type: none"> • Safeguarding Children • Safe care at work and in the community • Physical intervention, conflict resolution, diffusion and developing therapeutic relationships (accredited provider) • First Aid at work (accredited provider) • Medication Administration • Fire Safety • Recording, incident reporting and GDPR • Food hygiene and healthy eating <p>Additional training is available provided by online or external providers: -</p> <ul style="list-style-type: none"> • Managing Behaviour • Child Sexual Exploitation • County Lines • Managing missing persons • Life Journey work • Introduction to attachment • Child Development • Dealing with challenging behaviour and promoting education • Youth mental health first aid (covering eating disorders, self-harm, anxiety, and depression and attempted and completed suicide) • Independence and leaving care • Care planning

	<ul style="list-style-type: none">• Receiving and providing effective supervision <p>We will also support staff in accessing and completing the Social Care Wales induction framework and Health and Social Care level 3 award, and where identified access and complete their Health and Social Care Management level 5 award.</p> <p>We will also provide in house training to Senior Staff and Shift Leaders, and training in positive key working.</p>
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Section 6: Facilities and services

Accommodation based services only.

Willow House is located within the town of Bridgend. Willow House is a recently decorated homely house with the capacity to provide each child or young person with their own spacious bedroom with a desk. In addition, the home provides a good-sized kitchen/diner, sitting room, and a good size garden.

You should provide information about:

a) Number of single and shared rooms	2 double bedrooms for children/young people, and one staff office.
b) Number of rooms with en suite facilities	0
c) Number of dining areas	1
d) Number of communal areas	1
e) Specialist bathing facilities	0
f) Specialist equipment	0
g) Security arrangements in place and use of CCTV	Motion detection light in rear garden.
h) Access to outside space and facilities at this service	<p>There is a large secure rear garden that children/young people can access and where barbecues can be held in the summer.</p> <p>Within Bridgend there is the opportunity to access many clubs and interest groups. There are many outdoor pursuits, including horse riding and water sports in the vicinity, walking along the beach or the sand dunes.</p> <p>Within the home there are board games, books, music equipment, TV's, computer games laundry and cooking facilities.</p> <p>Access to a company vehicle for trips and appointments.</p> <p>To maintain the high standards of the home that the child/young person lives in, the company has a maintenance worker who ensure all repair work is carried out in a timely manner and to a high quality.</p>

i) Community based services only:

Section 7: Governance and quality monitoring arrangements

The Responsible Individual for the service is a Director of Complete Care Plus Ltd. They are based in the main Complete Care Plus Ltd offices in Bridgend and are available for contact in working hours and dependent on the situation can be called out of hours.

The Responsible Individual will visit Willow House on a not less than 3 monthly basis to ensure that the quality, standard of service and safety is always maintained. They will also be invited to attend the house meetings once a quarter to engage with the children/young people placed. The Responsible Individual will speak with the Willow House Manager and other staff, families, visitors, or professionals as appropriate and has their own quality assurance document for completion at each visit.

The Responsible Individual will fulfil the regulatory requirements relating to Parts 3-20 of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

The Responsible Individual will undertake planned and unannounced quality assurance visits which will include, listening to children and young people, inspecting the premises, reading the daily events log, reading the records of any complaints and where possible carry out interviews with staff and visitors to inform an opinion on the standard of care being provided. The outcomes of those visits will be to identify any necessary corrective actions that may need to be taken and/or to provide positive feedback to the house, children/young people, and staff.

The Quality of Care review will be completed on a 6 monthly basis primarily by the Manager of Willow House. The Responsible Individual will also contribute and will assume responsibility for approval the document which will be available electronically. A hard copy may be kept in the Complete Care Plus Ltd. offices and in the Willow House office.

To monitor, review and improve the quality of the care and support the following tools will be used:

- Supervision
- Team/House Meetings/ Senior Management Board
- Incident reports/Notifiable events forms
- Feedback from children and young people, end of placement forms, Looked After Children review paperwork. . Exit interviews for staff.
- Complaints and Compliments
- Feedback from social workers, Independent Reviewing Officers, and families.
- Care Inspectorate Wales inspection feedback. Quality of Care Questionnaires for young people, family, staff, and professionals. LA Commissioning Visits
- Responsible Individual Visits
- Managers Meetings
- Manager Monthly Report
- Manager Quality Assurance Audits

Management Structure

Responsible Individual and Director of Complete Care Plus Ltd

Willow House Manager

Senior/Shift leaders

Complete Care Plus has a full range of policies and procedures which will be available to all staff electronically as well as a hard copy being kept in both Complete Care Plus Ltd offices and at Willow House. Policies will be reviewed on a not less than annual basis by the Willow House Manager and the Responsible Individual. All staff will be made aware of their responsibilities in the carrying out of their duties under the Code of Professional Practice for Social Care and their contract of employment.

Complete Care Plus has a whistle blowing policy to provide staff with protection to report malpractice or other concerns.

Record keeping

Complete Care Plus Ltd will maintain a record of key events and activities in a child/young person's life that will help them understand their time with us and what services they accessed and any activities or work that they undertook to achieve their goals. We will provide (if they want it) every child/young person with their own copy of their personal profile, care and support plan and personal plan. Any child/young person will be able to access their records at any time.

Children/young people will be encouraged to complete their daily logs with the staff.

Data protection

- For the purpose of the General Data Protection Regulations (GDPR) the "controller" of the personal data provided to Willow House/Complete Care Plus Ltd. is Tina Heard of Complete Care Plus Ltd Unit 2, 49 Main Avenue, Bridgend, CF31 2AZ. Complete Care Plus is registered with the Information Commissioner's Office.
- The information provided may be shared internally and with business support.
- The information will be held electronically and in paper files for the sole purpose of registration and regulatory requirements as a children's residential care service.
- Under (RISCA) Regulation 59 (3) All children's records must be returned to the commissioning Local Authority as a child/young person's guardian upon their discharge from Willow House (within one month).
- Information provided to Complete Care Plus will be processed on the basis of your consent upon admission or by a Local Authority at the point they send us information in a referral form. As a data subject you have several rights under GDPR.

If you are unsatisfied with the way we collect or handle your personal data, you have a right to make a complaint to the Information Commissioner's Office.

Information Commissioners Office – Wales, 2nd floor Churchill House, Churchill Way, Cardiff, CF10 2HH.

Phone: 02920 678400.

Website: <https://ico.org.uk/>

Complaints

The children and young people living at Willow House and their parents/carers have the right to complain about any aspect of their care. Ideally in the first instance any complaint would be dealt with by the service and/or Willow House Manager within 3 working days if not before dependent on the circumstances. If this is not possible then the complaint may be raised to the Responsible Individual who will undertake any necessary investigation and liaise with the complainant, providing a written response.

Any complaint is taken very seriously and is dealt with in a sensitive manner. Every young person is encouraged to express any concerns regarding the quality of their care during individual meetings with their link worker, directly to the Willow House Manager and in formal meetings. If any child or young person is reluctant to discuss the nature of their complaint with staff based at Willow House, then they are given the numbers of the Responsible Individual and relevant contacts listed below. This information is available in the Children/young person's guide.

All staff will receive training and advice about the complaints process as part of their induction. Staff will have copies of the process and a copy will be available within Willow House.

Depending upon the nature of the complaint, other professionals may need to be made or to become involved e.g., Children's Rights Officer, Social Worker, Care Inspectorate Wales (who may be contacted by the complainants directly), the Local Authority Multi Agency Safeguarding Hub or the Children's Commissioner for Wales. Complete Care Plus Ltd will be unable to have any control over the length of investigation of a complaint by any third part i.e., the Local Authority.

All complaints that are dealt with by way of formal consideration must be resolved as soon as reasonably practicable. If the complaint has not been resolved within one calendar month of the request for formal consideration, the registered person must notify the appropriate office of the National Assembly of the complaint and the reasons for the delay in resolution.

If a complainant feels their complaint has not been dealt with to their satisfaction, they may make their complaint known to the regulatory body, Ombudsman for Wales office. CIW is not a complaint body.

Complaints Ombudsman Wales

1 Ffordd Yr Hengae

Pencoed

CF35 5LJ

0300 7900203

Care Inspectorate Wales at: -

Rhydycar Business Park,

Merthyr Tydfil

CF48 1UZ

Telephone: 0300 790 0126

E mail: CIW@gov.wales

Children's Commissioner for Wales at: -

Oystermouth House

Charter Court, phoenix Way

Llansamlet, Swansea

SA7 9FS

Phone 0808 801 1000

E mail: post@childcomwales.org.uk