

# A YOUNG PERSON'S GUIDE TO BLAEN Y WAUN

Hi Harvey

Welcome to Blaen Y Waun

If you have any questions about this guide, please ask Helen the Home Manager and her friendly staff team who are looking forward to supporting you.

If you scan the QR code below with your camera. You will be able to see a digital version and download it.



# Where to find information in this Guide.

<u>THE HOME &amp; STAFF TEAM</u> .....	2
<u>PLACES IN THE AREA</u> – .....	2
<u>WASHING CLOTHES</u> – .....	2
<u>THE STAFF TEAM</u> – .....	2
<b><u>YOUR KEYWORKERS:</u></b> .....	3
<u>THIS IS HOME</u> .....	3
<u>HAVING YOUR SAY</u> .....	3
<u>YOUR BEDROOM</u> - .....	4
<b><u>CLOTHING</u></b> - .....	4
<b><u>POCKET MONEY</u></b> - .....	4
<b><u>INCENTIVES</u></b> - .....	5
<u>EDUCATION</u> .....	5
<u>KEEPING IN CONTACT</u> .....	6
<u>STAYING HEALTHY</u> - .....	7
<u>EXPECTATIONS</u> .....	7
<u>HEALTH &amp; SAFETY</u> – .....	9
<u>EXTRA SUPPORT &amp; HELP</u> .....	9
<b><u>MAKING A COMPLAINT – IF THERE IS ANYTHING YOU ARE CONCERNED ABOUT A GUIDE ABOUT COMPLAINTS WITH THIS BOOKLET.</u></b> .....	9
<b><u>ADVOCACY</u></b> - .....	9
<b><u>TALK TO STAFF</u></b> - .....	9
<b><u>RESPONSIBLE INDIVIDUAL HAYLEY</u></b> - .....	9
<u>VISITORS TO THE HOME</u> .....	10
<u>SOME IMPORTANT TELEPHONE NUMBERS</u> .....	10

## THE HOME & STAFF TEAM

Blaen Y Waun is a 4-bedroom home, located in the mountains of a village called Mynyddcerrig in south Wales. It is on a private lane near its sister home Ty Canol and has a lot of ground surrounding the home, also a garden with lots of room to do sports, plant flowers or play some games. We love spending time in the garden during the summer times or playing with the three bunnies we have here in the grounds.



The young people who stay at Blaen Y Waun can be aged between 5 – 19.

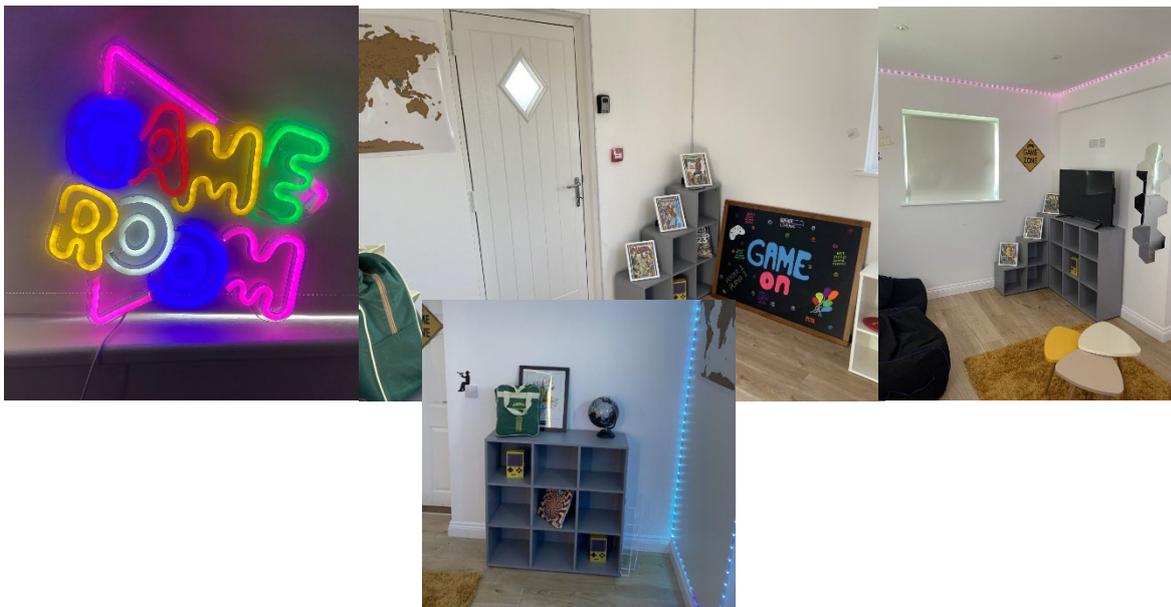
## PLACES IN THE AREA –

You can get to Carmarthen and Swansea with the support from staff and the homes vehicle.

There are many different beaches near us, one of the best being Tenby coastline or Mumbles beach in Swansea.

Folly farm is also rather local to us and is a brilliant day out for both food and seeing the animals.

As we are in the mountains, there are some lovely walks and sights to see. But if you prefer to spend some time indoors we have a games room with lots of fun activities.



**WASHING CLOTHES** – Laundry: there are facilities at Blaen Y Waun for you to do your laundry staff can support you to do this if you need it, you will have your own laundry basket.

## THE STAFF TEAM –

Before you move in the staff will meet with you and your family or carer's so you can get to know us the right way.

There is also Helen Kermode who is the Home Manager, Aaron is the Deputy Manager and there is also four Senior Support Workers named Kira Griffiths, Jamie-Lee May, Romany Fyvie, and Martin Grayson. You will also have either one or two keyworkers. These keyworkers will work with you closely, report back your needs and help make the best decisions for you. The whole team will always be there for you and support you in the best way possible.



Home Manager Helen Kermode



Deputy Manager Aaron Jewell

Senior support workers



Kira Griffiths



Jamie Lee May



Romany Fyvie



Martin Grayson

We can help you in areas that you need like:

Daily living skills

Life skills

Money handling

Hobbies and interests

Leisure activities

Religion

Life goals and aims.

There are always staff available 24 hours a day.

Education and Employment

#### YOUR KEYWORKERS:

- Support you at any of your meetings.
- Monitor your health appointments - Your keyworkers will sign you up to a doctors and dentist in the area, also any other services that you need.
- Review your plans with you, also check that all of your wishes and goals are included within those plans.
- Write reports about how you are getting along.
- Help you to stay in contact with people who are important to you.

- Help you plan activities and complete a weekly planner which includes daily living skills but also have fun activities that you enjoy too!
- Remember the whole team are here to support you with whatever you need.

## THIS IS HOME

### HAVING YOUR SAY

We want you to be comfortable, happy, and involved in the running of the home.

So, we have:

- Monthly house meetings.
- Monthly surveys.
- Reviews.
- Meetings with the manager (You can go to these in person or attend via Skype, email, telephone.)



### YOUR BEDROOM -

Your bedroom is where you can keep all your personal belongings.

You may want to have your favourite colour on the walls, or your favourite bedding. You can even put up your favourite pictures. We can help with all of this when you feel like you are ready. Your bedroom is your own space where you can go to have some space or some time alone.

When you go to bed staff can help you settle into a nightly routine.

We will check to see if your bedroom is clean and tidy and also check to see if you are happy and safe, we will ask to enter before walking in.

## CLOTHING -

We may go into your bedroom to check to see if you need any new clothes or essentials. This can be anything from school uniform to sportswear or pyjamas.



## POCKET MONEY -

You will have pocket money on a Friday, after school time. For you to get your pocket money, we like to see that your bedroom is tidy. We will have a plan to say if you can have your pocket money in your hand, if not, staff will go with you to spend the money and put any money not spent in the office to save for you. Or you can choose to save your pocket money for something that you really want.



You can get £10 pocket money each week!

## INCENTIVES -

When you move in we will put together an incentive programme with you. This is so you have rewards and can then celebrate by doing things you love. You can earn up to

£ 10.50 on incentives weekly



## EDUCATION

Your Social Worker will let us know where you go to school. We will also know if we can take you to and from school.

However, if you are not able to stay in your previous school, there are some things we will do whilst you are waiting for a school. We help you keep busy in the day, such as doing some cooking, building, adventures or education at the house which may include playing games, colouring or arts and crafts.

Your Social Worker may arrange for a Home Tutor to come to see you at Blaen Y Waun for you not to miss out on your education.

We have teachers who work for Priority Childcare, and they work at the other houses. Your Social Worker may agree for you to attend there. We will take you to and from the other homes to attend education.

Staff will stay with you if its needed and has been included in your plan, to ensure you learn to the best of your abilities whilst at education.



# KEEPING IN CONTACT

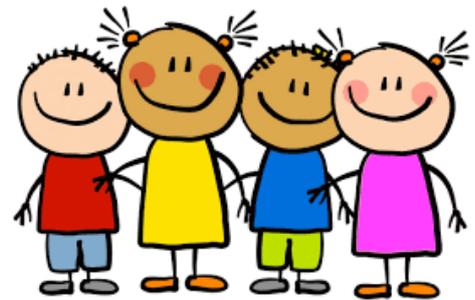
There will be a plan in place for your contact with your family or with the other important people in your life.



Your Social Worker will let us know all of the details needed when you come to stay with us. A meeting will take place with your Social Worker, and this is usually after you move into Blaen Y Waun.

When you have someone coming to see you, they will be able to see you in the living room/dining room, or if the weather is good, we have a great garden/patio area you can spend time in.

We want you to be happy and make friends when you stay with us. We would like to know your friend's names, where they live and get to meet them. We will put a plan in place to help you meet them and be able to go on activities in the community if it is a safe place to go and if that's what you want. We might also come with you to make sure that you are okay.



Your social worker will visit you regularly and we will keep in touch with them to let them know how you are doing. If you wanted to speak to your Social Worker, please tell us and we can phone them for you.





## STAYING HEALTHY -

When you arrive, we will register you with a local doctor, dentist and optician, if you were not able to stay with the one you were with before moving here. We will take you to regular appointments to make sure your health, teeth and eyes are okay.

If you are ever feeling unwell though, please tell one of the staff and they will take care of you. They will phone the Doctor and make an appointment for you to see them. Your Social Worker will also give us permission to be able to go the chemist to have some over the counter medication, if needed, to help us to look after you.

We will support you to be fit and healthy and you will always find healthy snacks available at Blaen Y Waun. We will encourage you to make healthy meal choices but understand that not everyone likes everything so you will be involved in choosing the meals and what is bought in the house shop. We will also encourage you to join a sport or a gym to help you maintain your fitness levels and be as healthy as you can be. We understand that this is sometimes difficult. However, we are here for advice if you would like it.



## EXPECTATIONS

We have some rules at Blaen Y Waun. These rules are for everybody. They help us make the home a safe and happy place for you to live;

- Blaen Y Waun has a no smoking policy.
- Staff will check your bedroom daily to make sure it is clean & tidy.

- Should staff have any concerns for the safety of yourself or others they can access your bedroom without consulting you, however like to ask before entry.
- We have a zero-tolerance policy on both drugs and alcohol.
- Any Tech time is agreed in advance.
- Internet & mobile phones – have under 18 privileges, we will discuss this with you and your social worker.
- We ask for you to be polite to everyone, visitors too, no matter how you feel, though we know this can be difficult at times.
- We will ask you to help us to do some jobs around the house to keep your home clean and tidy. Some jobs might be helping to put your dirty dishes in the kitchen after using them or cleaning your dishes and putting them away.
- We ask for you not to break anything, but if you do see anything damaged around the home please let staff know so we can get it fixed.
- We ask for you to go to your bed on time. The time is agreed by the social worker when you move here to help you maintain a healthy routine.
- We will call you in the mornings to make sure you are ready for any appointments that you may have and to check that you are okay and safe.





## HEALTH & SAFETY –



The staff will do health and safety checks every day and also every week. This may also include fire alarms, drills, and evacuations. If there is a fire, then everyone must go and stand together outside of the front gate in the lane. The staff will show you what to do on your first day at Blaen Y Waun and you are always encouraged to take part doing the weekly checks to make sure you know the safety rules.

If you ever see something which worries, you. Please tell a staff member.

## EXTRA SUPPORT & HELP

**MAKING A COMPLAINT – IF THERE IS ANYTHING YOU ARE CONCERNED ABOUT A GUIDE ABOUT COMPLAINTS WITH THIS BOOKLET.**

**ADVOCACY** - if you need any help or support with big issues that we can't help you with then the home can contact advocacy services to meet with you and speak on your behalf for serious or legal issues.

**TALK TO STAFF** - If you are not happy about the way you are being looked after, you may want to talk about how you are feeling, and staff will be here to listen and will write down what is making you unhappy, or you can write it down.

## RESPONSIBLE INDIVIDUAL



There is a responsible individual for Blaen Y Waun her name is Hayley Phillips, and she will visit the home regularly as she makes sure the home is run well and everyone is safe and happy. There is a poster on the wall with Hayley and all the people you may need to contact in Priority Childcare if you wish to raise a concern.

*“Hi and Welcome to Blaen Y Waun. I am Hayley Phillips, I look forward to chatting to you when I visit, please let me know if you are unhappy with anything and I will try my best to help you. I will ask you to show me your bedroom, I like to check you have everything you need. Your key worker will meet with you when you first move in, they will show you important things such as how to make a complaint, the staff have my details if you would like to contact me or if you prefer to speak to somebody else you can contact Head office on 02920 029922.”*

You can also phone your Social Worker or Advocacy Service, Worker. We can help you to phone them if you wish.

- Social Worker: Gordon Porter      Telephone number- 01249707990
- Advocacy SERVICE:                      Advocacy West Wales Telephone  
number 01267 223197

## VISITORS TO THE HOME

We will tell you when we are expecting visitors to the home, but sometimes they may arrive without letting us know when! We will introduce you to them if you wish and tell you why they are visiting, reasons for unexpected visits may be to repair something or check that you are happy.

## SOME IMPORTANT TELEPHONE NUMBERS

Child line:	0800 1111
NSPCC	0800 0560566
Kidscape (advice and info on bullying)	02077 303300
National Youth Advocacy Service	0800 616101
Victim Support	08453 030900
National Drugs Helpline	0800 776600
Lesbian and Gay Switchboard	02078 377324
Sexual Health Wales	08456 048484
Commission for Racial Equality	02920 729200

- Children's Commissioner for Wales
- Oystermouth House
- Charter Court
- Phoenix Way
- Llansamlet,
- Swansea
- SA7 9FS
- Telephone:-01792765600 Email:  
[post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

- CIW
- Welsh Government Office
- Rhydycar Business Park
- Merthry Tydfil
- CF48 1UZ
- Tel: 0300 7900 126
- Email: [ciw@gov.wales](mailto:ciw@gov.wales)
- If there are any other numbers you need, ask one of the staff and we can write them in here.

