

# YOUR GUIDE TO TY CANOL



Welcome to Ty Canol

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Hi Steff,

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.

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## THE HOME & STAFF TEAM

Ty Canol is a 3-bedroom bungalow, located in the hills of small village called Mynyddcerrig in South Wales. It is on a private lane surrounded by farmland, so you may meet some cows and even our resident cats Jenny & Salem! We have lots of room for you to play games in the garden, on the grass or the trampoline or even take a walk with staff up to the viewpoint at the top of the hill where you'll see fantastic views all across Carmarthenshire. We love having plenty of BBQ 's and picnics in the summer too.



The young people who stay at Ty Canol can be aged between 10 – 19.

## PLACES IN THE AREA –

You can get to Swansea, Carmarthen, and Llanelli with support from staff in the house car there are lots of fun places to visit such as Folly Farm and Carmarthen Castle as well as Oakwood Theme Park.

West Wales is a short drive away where we can visit beaches along the coast, like Tenby and Milford Haven. We also have access to local bus and train routes, and we are located close to the M4.

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 great selection of games, DVDs and some great cooks on our staff team that can help you with baking and cool healthy recipes!



## 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.



**Helen** is the home manager.



**Aaron** is the deputy home manager.

We have four senior staff members:



Martin



Romany



Kira



Jamie-Lee

You will also have a keyworker (or sometimes 2!) who will work with you closely and report back your needs, the whole team will help you to settle in and feel safe, remember there are no silly questions!

We can help you in areas that you need such as:

Daily living skills

Life skills

Money handling

Hobbies and interests

Leisure activities

Religion

Life goals and aims

There are support staff available at Ty Canol 24 hours a day

### YOUR KEYWORKERS:

- Support you at your meetings.
- Monitor your health appointments - Your keyworkers will sign you up to a doctors and dentist in the area and any other services you need.
- Review your plans with you and check all your wishes and goals are included.
- 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 included daily living skills but also 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 home,

So, we have:

- Monthly house meetings
- Monthly surveys, please let us know how we can improve
- Reviews
- Meetings with the manager
- You can go to these in person or attend via Skype, email, telephone.

## WASHING CLOTHES –

Laundry: there are facilities at Ty Canol for you to do your laundry staff can support you to do this, you will have your own laundry basket.



## YOUR BEDROOM -



Your bedroom is where you can keep all your belongings.

We can help you to decorate your bedroom by picking out new bedding and hanging pictures on the walls.

We can help with these when you feel ready.

Your bedroom is your space where you can go to have some space or to go to chill out quietly if you want to and we will check from time to time to check you're okay.



At bedtime, we ask that all tech is turned off to ensure you have a good nights sleep.

We will have to look in your room every day to check that it is not too untidy and that your furniture is not broken. If your room needs a tidy up, we can help you or if you can do this yourself , but please remember, ask if you need something or tell us if something is broken.

### **CLOTHING -**

We will check to see if you need any new clothes, like new coat, socks, jumpers, trainers, shoes, or anything which you may need. If you feel that something needs replacing just let us know.

### **POCKET MONEY -**

You will have pocket money on a Friday. For you to have your pocket money we like to see if 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.

You can get **£9** pocket money each week!



### **INCENTIVES -**

When you move in we will put together an incentive programme with you so that you have rewards and can celebrate by doing things you enjoy when you are doing well.

# EDUCATION

Your Social Worker will let us know where you go to school and if we will be taking you to and from your school.

But if you are not able to stay in your previous school, there are some things we will do while we are waiting to go to school. We help you keep busy in the day, like cooking cakes/biscuits, going for walks, doing some basic education at the house which may include playing games, colouring, arts and crafts.

Your Social Worker may arrange for a Home Tutor to come to see you at Ty Canol not for you to miss out.

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

Staff will stay with you if it is in your plan, which we will talk to your Social Worker about.



## KEEPING IN CONTACT

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

Your Social Worker will let us know when you come to stay with us who they are. A meeting will take place with your Social Worker, and this is usually after you move into Ty Canol.

When you have someone coming to see you, they will be able to see you in the living room, or if the weather is good, we have a great back garden 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. We might also come with you to make sure 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 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 Ty Canol. 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.



## EXPECTATIONS

We have some values we live by at Ty Canol, which are for everyone to be able to live in a home which is comfortable and safe.

- Ty Canol 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.
- We have a zero-tolerance policy on drugs and alcohol.
- Any screen time is pre agreed.
- 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 putting sweet, crisp paper in the bin, helping to keep all the house and the garden tidy.
- We ask for you not to break anything, but if you do see anything damaged around the home please let staff know.
- We ask for you to go to your bed on time, which will be agreed when you move in. Your Social Worker will also have a say about what time this will be.
- 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.



## HEALTH & SAFETY –



The staff will do health and safety checks every week this may include setting off the fire alarms and doing evacuations, if there is a fire then everyone must go and stand together in the car parking area, the staff will show you what to do on your first day at Ty Canol and you can always take part doing the weekly checks if you want to!

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

## EXTRA SUPPORT & HELP

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

### 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 with the way that you are being looked after, you may want to talk about how you are feeling. 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 Ty Canol 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 Ty Canol, 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: -.....07909 214247
- 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.