

A YOUNG PERSON'S GUIDE TO BLAEN Y WAUN

Hello! Welcome to Blaen Y Waun. If you have any questions about this guide, please ask Helen, the Home Manager, and her friendly team of staff who look forward to supporting you. If you scan the QR code below with your camera, you'll be able to view a digital version and download it.



Ble i ddod o hyd i wybodaeth yn yr Arweiniad hwn

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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 is set within acres of picturesque green and wooded land. We have a garden with lots of room for games and activities, or for just relaxing in while the BBQ is on the go! We love spending time in the grounds and surrounding areas with plenty of walks, activities and adventures to be had.



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

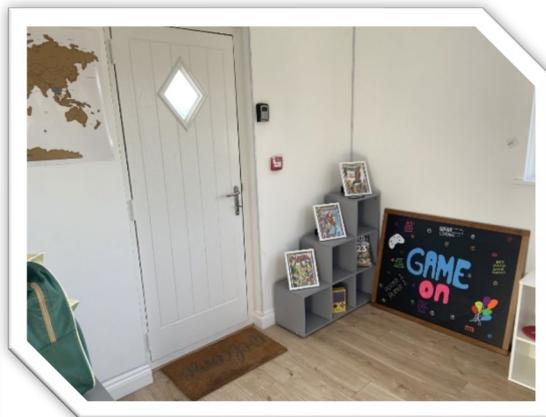
PLACES IN THE AREA

You can access local towns such as Carmarthen and Swansea with the support from staff and the home's dedicated vehicle.

There are many wonderful beaches near us, some of the best being the Tenby coastline, Llanelli Beach, Pembrey or Mumbles in Swansea for an ice cream or two!

We also have plenty of days out locally, such as Folly farm, Heatherton World of Activities and The National Botanic Gardens of Wales with its Bird of Prey Centre.

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 games and crafts to do.



WASHING CLOTHES – Laundry: We have full washing and drying 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 Jewell is the Deputy Manager and Martin Grayson is the Trainee Deputy Manager. There are also three Senior Support Workers named Charlotte Brown, Romany Fyvie, and Nathanael Davies. 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



Trainee Deputy Manager Martin Grayson



Charlotte Brown – Senior Support Worker



Romany Fyvie – Senior Support Worker



Nathanael Davies – Trainee Senior Support Worker

We have staff available 24 hours a day, that can help you in lots of different areas of daily life that you may need support in, such as:

Daily living skills

Practical Life skills

Money handling & finances

Hobbies & interests.

Leisure activities

Religious pursuits

Life goals & aims.

Education & Employment



YOUR DEDICATED KEYWORKERS WILL:

- Support you with personalised monthly 1-1 meetings.
- Monitor your health appointments - Your keyworkers will register you with the local doctors & dentist in the area, also keeping track and helping you access any other services that you may need.
- Review your care plans with you, checking that all of your wishes and goals are included within the daily, weekly and monthly actions.
- Write monthly reports about how you are getting along.
- Help you to stay in contact with the people who are most important to you.
- Help you plan activities and outings for not only the upcoming week but the future too, helping you maximise your time with us.
- Remember the whole team are here to support you with whatever you need, no question is too small, if its important to you, its important to us!

THIS IS HOME

HAVING YOUR SAY

We want you to be comfortable, happy, and most importantly, have your voice at the center of your care. We do this in a number of ways, including:

- Monthly house meetings.
- Monthly Quizzes.
- Reviews.
- Meetings with the Home Manager, Deputy or any member of the Leadership Team.



YOUR BEDROOM -

Your bedroom is your own space where you can go to have some space or some time alone, so we want it to be as personalised as possible, with you working with us to decorate it the way you'd like; different colours, bedding, posters, make it your own!

When you go to bed, staff can help you settle into a nightly routine to make sure you have everything you need to get the best nights sleep possible.

Each day we will check to see if your bedroom is clean and tidy, and also check to see if you are happy and safe, but don't worry we will always ask to enter before walking in.

CLOTHING -

At times we may go into your bedroom to check to see if you need any new clothes or essentials, to make sure you have every adventure! This can be anything from school uniform to sportswear, pyjamas or even snow boots!



POCKET MONEY -

You will be given a set amount of pocket money on a Friday, usually afterschool when your bedroom is tidy and you're ready for the weekend!

To make sure your money is kept safe, staff will keep it locked in a money box in the office, ready for you to spend whenever you would like to, or if you'd like to save it up for something bigger, that's ok too, just let us know and we can make a saving plan together.

Depending on your age, you can get up to £10 pocket money each week.

INCENTIVES -

When you move in we will put together an incentive programme with you. This is to help you earn a little bit extra by attempting to do some tasks that you find a little tricky sometimes. Again, depending on your age, you could earn up to £10.50 through incentives, each week.

EDUCATION

Your Social Worker will let us know all about your education, whether you attend a school or have work sent to complete at home, whatever the arrangement, we will support you to access education.

However, if you are not able to stay in your previous school, there are some things we will do whilst you are waiting for your next step. We help you keep busy in the day, with activities like cooking, arts & crafts, outdoor adventures or education at the house which may include playing games, writing & reading.

Your Social Worker may arrange for a Home Tutor to come to see you at Blaen Y Waun, so that you don't miss out on your education.

We also have teachers who work for Priority Childcare, and they go and visit other houses to teach lessons there, which could also be an option for you as we can drive you to and from any of the houses across South Wales.

Staff will stay with you if its needed and has been included in your plan, to ensure you get the best out of these lessons and keep on learning.



KEEPING IN CONTACT

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

Your Social Worker will let us know all of the arrangement details when you come to stay with us, and we'll keep you updated as best we can about future arrangements and any changes made, while supporting you to and from any dates arranged, whether that's at home or somewhere else.

We want to make sure you are happy in your social relationships and continue to make friends while you're with us, so in order to do this we 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 spend time with 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 and that you are safe.

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.



EXPECTATIONS

Every happy home needs some rules for us all to live by, and that's the same 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 sleep 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 as you get settled into life here you'll learn more and more about how we keep you and everyone else safe with our checks, and how you can take part in them too.

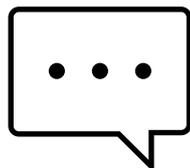
If you ever see something which worries, you. Please tell a staff member.

EXTRA SUPPORT & HELP

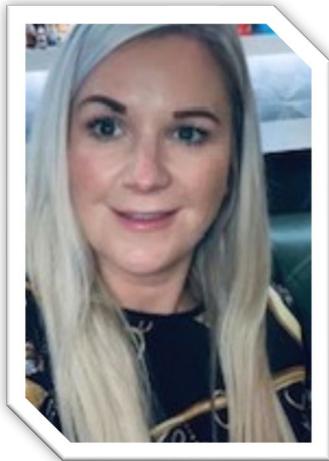
MAKING A COMPLAINT – IF THERE IS ANYTHING YOU ARE CONCERNED ABOUT A GUIDE ABOUT COMPLAINTS WILL BE IN PLACE ALONGSIDE THIS BOOKLET .

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: Telephone number-
- Advocacy SERVICE: Advocacy West Wales - 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 and safe with us.

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

<ul style="list-style-type: none">• Children's Commissioner for Wales• Oystermouth House• Charter Court• Phoenix Way• Llansamlet,• Swansea• SA7 9FS• Telephone:-01792765600 Email: post@childcomwales.org.uk	<ul style="list-style-type: none">• CIW• Welsh Government Office• Rhydycar Business Park• Merthry Tydfil• CF48 1UZ• Tel: 0300 7900 126• Email: ciw@gov.wales
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If there are any other numbers you need, ask one of the staff and we can write them in here.