



Welcome to Ty George

If you have any questions about this guide, please speak to the Home Manager or a member of our friendly staff team. They will be happy to help and are looking forward to supporting you.



If you scan the QR code below using your camera, you will be able to view a digital version of this guide and download it.



What Is in This Guide

**This guide helps you understand life at Ty George.
It tells you who is here to support you and where to find help
when you need it.**

- **The Home and the People Who Work Here –**
- **Places Near the Home –**
- **The Staff Team –**
- **Your Key Worker –**
- **This Is Your Home –**
- **Having Your Say and Being Listened To –**
- **Your room and Your Space –**
- **Your Clothes and Belongings –**
- **Learning, Education, and Work –**
- **Keeping in Touch with Family and Friends –**
- **Staying Healthy and Feeling Well –**
- **Who you might expect to see –**
- **Health and Safety –**
- **Extra Help and Support –**
- **If You Are Worried or Want to Make a Complaint
(This guide explains how to tell someone and get help) –**
- **Advocacy – Someone to Speak Up for You –**
- **Talking to Staff –**
- **Responsible Individual: Hayley –**
- **Visitors to the Home –**
- **Important Phone Numbers –**

The Home and the People Who Work Here

Ty George is a warm and friendly four-bedroom home for adults, set in a quiet and peaceful area on the outskirts of Bridgend, South Wales. It offers a calm place to live while still being close to everything you may need.

Bridgend town centre is only a short distance away, with easy access to local shops, cafés, and services. The home is well connected, with regular bus and train routes nearby, making it easy to travel to Swansea and Cardiff.

Ty George is also perfectly placed for enjoying the outdoors. There is a regular bus service the number 74 Bridgend - Nantymoel in Bridgend nearest stop is at the top of the road. The beautiful Porthcawl coast and its beaches are just a 15-minute drive away, and a short journey will take you to the stunning Brecon Beacons, where you can enjoy countryside walks and fresh air.

The home sits within two acres of land and has its own private driveway, offering plenty of space and a safe, relaxed environment. There are good transport links locally, with frequent bus services to nearby areas that offer a wide range of leisure, social, and sporting activities, both indoors and outdoors.

The home also has access to its own vehicle, helping residents attend appointments, and planned family visits.

Healthcare is easy to access, with local GP surgeries and pharmacies nearby for everyday health needs and prescriptions. The nearest hospital is the Princess of Wales Hospital, providing peace of mind should specialist care ever be needed.

The home provides internet access and a personal safe in your room, along with a bed, towels, and essential bathroom products to help you get started. Each bedroom is equipped with a TV, and there is an additional TV in the communal lounge. It is important to us that your room feels like your own personal space, and we will work with you to decide how you would like it decorated.

The Team

Before you move in, we will meet with you and your family or carers so you can get to know us and feel comfortable.

You will be supported by a team that includes managers, senior support workers, and one or two keyworkers. Your keyworkers will get to know you well and work alongside you, listening to what matters to you and supporting you to make your own choices and decisions.

You are always in the driving seat, and the whole team is here to support you in the way that suits you best, helping you to live the life you choose.



Simon
Home Manager



Anmarie
Senior Support worker

Taylor
Senior support worker

We have friendly staff available 24 hours a day to support you in everyday life, in ways that work best for *you*. Support can include help with:

- **Daily living skills**
- **Practical life skills**
- **Money and finances**
- **Hobbies and interests**
- **Leisure and social activities**
- **Religious or spiritual activities**
- **Personal goals and future plans**
- **Education and employment**

Your Dedicated Keyworkers Will:

- **Spend time with you in regular one-to-one meetings, focusing on what matters to you.**
- **Help you with health appointments by supporting you to register with local doctors and dentists, and assisting you to access other health services when needed.**
- **Go through your care plans *with you*, making sure your wishes, choices, and goals are included in your daily, weekly, and monthly plans.**
- **Write monthly reports about how things are going, based on your experiences and progress.**
- **Support you to stay in touch with the people who are important to you.**
- **Help you plan activities and outings, both for the week ahead and for the future, so you can make the most of your time.**
- **Make sure you have a say in decisions about Ty George**

Remember, you are in control. The whole team is here to support you, no question is too small. If something matters to you, it matters to us.

Family & Friends

A plan will be agreed to support you to maintain relationships and spend time with the important people in your life. We will also support you to attend visits, whether these take place at home or in the community.

We want to support you to feel satisfied and confident in your social relationships and to continue building and maintaining friendships while you are with us. We will work with you to put a plan in place that supports you to spend time with friends and take part in community activities, provided these are safe and in line with your wishes. If needed, staff may accompany you to ensure your safety and wellbeing.

We will support you to maintain ongoing communication with your care coordinator. If at any time you would like to speak with them directly, please let us know and we will support you.



Staying healthy

When you arrive, we'll help you register with a local GP, dentist, and optician if needed, and support you to attend any appointments so your health is well looked after.

If you're ever feeling unwell, just let a member of staff know. We'll help you get medical advice, arrange appointments if needed, and support you to access appropriate medication.

We'll encourage and support you to live a healthy lifestyle, including choosing balanced meals and keeping healthy snacks available. Your tastes and preferences matter, so you'll be involved in planning meals and shopping. We'll also support you to stay active in ways that suit you, whether that's exercise, sport, or going to the gym. Staff are always available if you'd like advice or support.

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 Ty George 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.

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

- **Monthly house meetings.**
- **Sessions with your keyworker**
- **Reviews.**
- **Regular communication with the Home Manager, or member of the Leadership Team.**

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!

We will support you daily to ensure your bedroom is clean and tidy, and also check by knocking or alerting you to see if you are happy and safe, but don't worry we will always check before walking in. You will have your own key for your room.



Every happy home needs some values for us all to live by, and that's the same at Ty George these are for everybody. They help us make the home a safe and happy place for you to live;

- **Ty George has a no smoking policy.**
- **Times when visitors must leave.**
- **Staff will check your bedroom daily to make sure it is clean & tidy.**
- **Designated smoking & vaping areas.**
- **Should staff have any concerns for the safety of yourself or others they can access your bedroom without consulting you, however we like to ask before entry.**
- **We have a zero-tolerance policy on both drugs and alcohol.**
- **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 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 may need to prompt 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.**

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 supported, 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 Ty George 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 Orbis if you wish to raise a concern.

"My name is Hayley Phillips, and I look forward to meeting and talking with you during my visits. If there is anything you are unhappy with or would like to discuss, please let me know and I will do my best to help."

"When I visit, I may ask to see your room to make sure you have everything you need and that you are comfortable. When you first move in, your key worker will meet with you and explain important information, including how to raise a concern or make a complaint."

"Staff have my contact details if you would like to get in touch. If you would prefer to speak to someone else, you can also contact Head Office on 02920 029922."

You may have something called a Deprivation of Liberty Order. If this applies to you, it means there may be some agreed arrangements in place as part of your care and support plan to help keep you safe and supported. We will talk this through with you when you arrive, explain what it means in a clear way, and make sure you have plenty of time to ask questions and share how you feel.



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.

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

Social Worker -

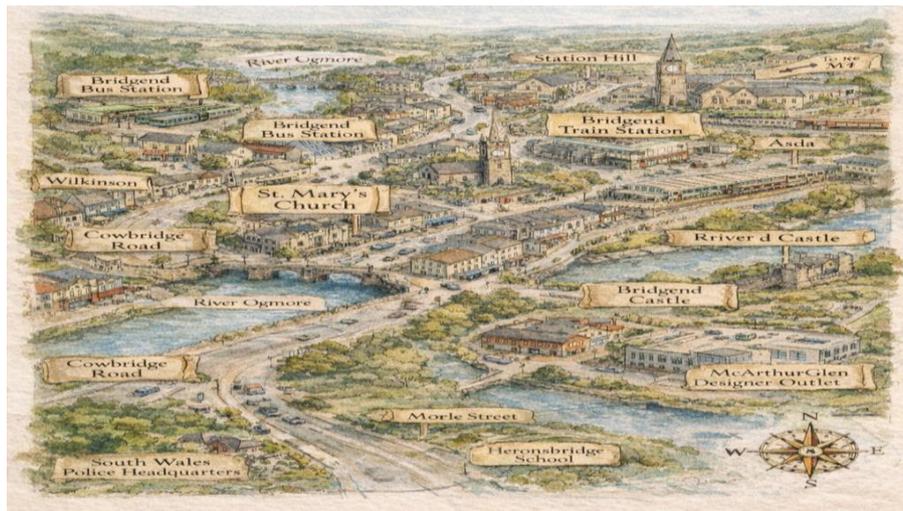
Telephone number-

Advocacy SERVICE: Advocacy Wales - 01267 225197

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae, Pencoed

CF55 5LJ [0300 790 0205](tel:03007900205)  phone lines are open from 10am-12:30pm and 1:30pm-4pm from Monday to Friday.



SOME IMPORTANT TELEPHONE NUMBERS

Victim Support 08453 030900

National Drugs Helpline 0800 776600

Lesbian and Gay Switchboard 02078 577324

Sexual Health Wales 08456 048484

Commission for Racial Equality 02920 729200

CIW

Welsh Government Office

Rhydycar Business Park

Merthyr Tydfil

CF48 1UZ

Tel: 0300 7900 126

Email: ciw@gov.wales

