Statement of Purpose

Heol Llewelyn



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Section 1

About the provider

Service provider	Bliss Care and Support Registered office 99 Walton Vale, Liverpool L94SR
Legal Entity	Private Limited company
Responsible individual	[redacted]
Manager of Service	[redacted]
Address of Service	34 Heol Llewelyn, Coed Poeth, Wrexham. LL11 3PB
Age Range of People using the service	Nine (9) to seventeen years (17). Up to fourteen (14) years on admission.
Accommodation Based Services	Maximum Capacity 3

Section 2

Description of the location of the service

Heol Llewelyn is a 3-bedded children's care home with 2 additional staff sleep-in rooms. Set in a quiet area of Coed Poeth near Wrexham, this detached house provides a welcoming, family-style environment.

The home features comfortable living spaces, including:

* A large open-plan kitchen with dining area
* A main lounge and an additional snug area where children and young people can relax

Heol Llewelyn is conveniently located for road and bus links, local schools, and shops. Children have access to a variety of local activities, including youth clubs and sports, all within walking distance or a short drive away.

The home has a vehicle for transporting children to school, appointments, family contacts, and activities.

The property includes large front and rear gardens with seating areas, providing spaces for recreation or quiet reflection. Parking is available for at least five cars, with additional roadside space. The home maintains a discreet, private appearance, with no external security surveillance or features that would identify it as a care facility.

Section 3

About the service provided

Heol Llewelyn provides medium- to long-term placements, with the length of each placement determined by the assessed needs of the child or young person. Careful consideration is given to ensure that children are suitably matched, supported by compatibility and risk assessments to promote stability and positive relationships.

The home's philosophy is grounded in a deeply nurturing approach. Staff work alongside children to help them understand their past experiences, build emotional resilience, and develop the skills needed to achieve the best possible outcomes.

Support is tailored to everyone. When therapeutic input is required, external professionals can be commissioned promptly, ensuring that interventions are closely

matched to the child's specific needs. This allows children to address challenges in a therapeutically informed way while living in a warm, homely, and supportive environment.

The atmosphere is intentionally relaxed and informal. Children are treated as individuals and encouraged to develop trust, self-confidence, respect, and a sense of personal agency, enabling them to take greater control of their lives.

Heol Llewelyn is not suitable for children with physical disabilities.

Section 4

How is the service provided (Aims and Objectives)

We understand that separation from families can be traumatic, stressful and painful and that there might be some children/young people who may experience feelings of rejection, loss, grief and, in many cases guilt. With therapeutic support from externally sourced clinical psychologists Changing Minds, and any external therapists we may work alongside, we will implement strategies to help children and young people to begin to understand their feelings and to develop skills to enjoy and achieve.

Each child/young person has an allocated Link Worker who is responsible for co-ordinating the care of the child/young person, offering time, guidance and support whilst celebrating their individuality. The Link Worker shares information with the child/young person's therapist, family and any other professionals involved as appropriate.

The children and young people placed at Heol Llewelyn will be consulted about their individual personal plan, health, education support and social activities. All young people will be given support to enable them to contribute to all written documents and plans that cover all aspects of their care and development.

The aim of the service is to ultimately provide a nurturing, supportive and healing home that will help young people achieve their best possible outcomes in all areas of life, by fostering emotional wellbeing, encouraging self-control, building positive relationships, and promoting active participation in education and community activities. It will also create opportunities for enjoyment, belonging, and self-esteem, giving them the best start in life.

Our Restorative Offer

The connection and healing, trust-based relationship between staff and children/young people is at the heart of everything we do. Our whole ethos is one of nurture and support. The staff team are informed in areas such as Attachment, Developmental Trauma, parenting with PACE, Language that Cares, and Crisis Prevention and Intervention. Externally allocated clinical psychologists, sourced via Changing Minds, and external therapists commissioned via the Local Authority/placing Authority, work closely with our staff team, who are equipped and competent to deliver specialist, evidence-based interventions through their daily contact with the children and young people.

From the point of referral, the Changing Minds psychologist works with the staff team and the child/young person's wider support systems to develop therapeutic formulations which create a shared understanding of the child/young person and explores both their strengths and needs. This results in a shared vision across the child/young person's network and helps staff to articulate the model of therapeutically informed care we provide to each child and young person. In addition, externally sourced psychologist may provide advice and regular structured consultation to the staff team to enable us to develop and as necessary, adjust management strategies to best meet the needs of the child/young person.

The support is extended via team meetings and reflective supervisions to implement the therapeutic action plan which is formulated by the psychologist. These are then tailored to create tailored response summaries in house which in turn enable staff to have a greater understanding of the child/young person's trauma response, and to feel competent in their role.

The external therapists we source will have experience of working with Children Looked After and have a clear understanding of attachment and the effects of early childhood trauma. They have the appropriate skills, training and qualifications to provide a wide range of therapy.

These therapeutic interventions are tailored to respond to each child/young person's individual needs, with the aim of supporting the development of self-regulation and a coherent sense of identity for the children and young people placed in the home. Additionally, where appropriate, therapy would address: the need to process past trauma; make sense of histories of chaos and disruption; issues of loss; development of social skills; life story work and management of behavioural issues.

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

Whenever a decision is made to admit a child/young person, the needs of the child/young person concerned, as well as the dynamics and balance of the

children/young people already living in the home, will always be taken into consideration and a compatibility risk assessment will be completed.

This must be value judgement based on the assessment of risk and can only be successfully made with the benefit of in-depth information, knowledge and understanding of the other children/young people and the proposed referral.

We believe that any move for a child/young person could be a traumatic experience and therefore, whenever possible, should be managed in a planned way.

The placing authority making the initial referral will be asked to complete a detailed Referral Form which covers salient background information e.g. the needs of the child/young person, the reasons for the request and the expectations of the placing Authority. All referrals to Heol Llewelyn will be discussed and agreed with our Responsible Individual.

From this process a decision will be made by us and the Changing Minds clinical psychologist we source, as to whether to proceed with the referral, either immediately or after further consultation with additional professionals involved with the child/young/person.

The following criteria will be considered:

* Do we have the physical room and resources to accommodate the child/young person appropriately?
* Is the child/young person's age appropriate for accommodation at Heol Llewelyn?
* Is there an agreed and viable plan for the child/young person's placement?
* Can the child/young person's needs be met, either directly by Heol Llewelyn and therapists, or in conjunction with outside agencies and networks? (If the latter applies, then we must be specific at this point, and not admit the child/young person in the hope that such arrangements will be made at a later stage).
* Is the physical layout and daily structure appropriate for the child/young person's abilities and level of understanding?
* The extent to which the wishes and views of the child/young person and their parent (or those with parental responsibility) have been obtained and acted upon, i.e. if the child/young person or parents are unsure or unhappy about the proposed placement, have alternatives been actively explored?
* Has a provision been agreed for education?
* Has funding for the placement and where appropriate, for education, been agreed?
* Admissions will be planned and will involve a minimum of two or three introductory/pre-placement visits such as teatime visits, planned activities with other children/young people within the home and overnight stays. This is as part of our structured transition process in line with the child's best interests.

Contributory Factors:

It is Bliss Care and Supports ethos to encourage and promote education for each child/young person that comes into our care to ensure they have the learning experiences that are best suited to their needs. As part of helping them to achieve their personal outcomes, we believe that an educational setting which offers a chance to develop a sense of achievement, self-esteem, social development, and interaction is a preferable provision.

When a child/young person has no identified education provision, there is an expectation that the staff will vigorously pursue this with the Local Education Authority and any other relevant agencies to ensure that a provision is sought immediately. If this is not possible, for whatever reason, then an alternative plan is put in place.

Admission Process:

If, after the previous criteria and factors have been considered, it is agreed that Heol Llewelyn may be a suitable placement for the child/young person an admission plan will be drawn up. This plan will usually consist of the following stages: -

* Social Worker to discuss the referral they have made with the child/young person.
* Risks and requirements of the young person
* Social Worker to discuss the placement referral with the child/young person's parents or other relevant parties.
* A meeting between the Social Worker, home managers, a clinical psychologist and other relevant representatives would then take place. This meeting is designed both to assess the suitability of the placement and to ensure the transfer of all relevant information, namely: -
* Detailed background information with particular emphasis on risks, what's working well and behaviours.
* Written Local Authority chronology of the child/young person which identifies significant events and moves.
* A copy of the Care Order or Accommodation Contract.
* Consent to medical treatment and a full medical history.
* Additional Consents required.
* Previous assessments of the child/young person's needs; educational, social or emotional.
* A copy of any statement of Special Educational Need if appropriate.
* A copy of the referring Authority's Safeguarding Procedure.
* Details of the referring Authority's Complaints Procedure.
* All appropriate C.L.A documents.
* Where possible staff will endeavour to visit a child/young person in his/her current placement and invite and encourage the child/young person to visit Heol Llewelyn.

The child/young person will be offered the opportunity to visit Heol Llewelyn to meet and spend time with the current children/young people and staff. We request on the initial visit, that the child/young person be accompanied by their social worker, a close member of their family or a significant adult. Ideally, following the initial visit, the child/young person will be invited for more visits which may include a tea visit or a planned overnight stay on any of these subsequent visits the child/young person would be unaccompanied.

We understand that any move for a child/young person can be a traumatic experience, and every effort must be made to welcome and reassure the child/young person on their arrival, we will try to ensure the following: -

* That the child/young person's link worker is there to welcome them.

- That the child/young person is introduced and welcomed by the Manager or Assistant Manager.
- That the other children/young people are around where possible to welcome the child/young person.
- That the child/young person's bedroom has been prepared for their arrival, and that careful consideration would be taken regarding their personal tastes and wishes. This would include showing them paint charts, colour therapy charts , "My Room" design sheet, and sitting with them and helping them plan the details of their room. Their likes and dislikes will be collated into this room plan and will be in the personal plan.
- That their immediate physical needs will be met.
- That they are shown around the building.
- That time is taken to explain to the child/young person what will happen next.
- That the child/young person has received a copy of the Welcome Booklet.
- That the child/young person has received details of the Complaints Procedure of their own Local Authority as well as that of the Bliss Care and Support and understands their rights. Heol Llewelyn works closely with an advocacy service who visit the home on a quarterly basis and make themselves available for the children/young people residing at the home.

Care is taken to ensure that this process is both informal and child/young person-centred. It is designed to reassure the child/young person, not to confuse or pressurise them.

Both parties can assess the suitability of the placement in more detail, prior to the formal admission. During this period, the child/young person will be encouraged to maintain contact with their family and their Social Worker, and to discuss their needs and concerns with their Link Worker.

The admissions meeting will be attended by the child/young person, their parents, members of their family, the child/young person's Link Worker, the Managers of Heol Llewelyn, the potential allocated therapist, children/young person's social worker, a senior representative of the referring local authority, a representative from education and any other significant party.

The aim of the meeting will be to establish a Person-centred Placement Plan, to outline clear objectives, expectations and responsibilities for the placement at Heol Llewelyn and the level of therapeutic care and support; to ensure that all parties understand their part within this Plan and agree on the objectives and the implementation. The meeting should be chaired by a senior representative of the Local Authority

The formal statutory review meeting will usually take place within the first 20 days of the young person moving in to our home.

Assessing placements:

All children/young people within the home have a Person-centred Personal Plan, which is a working document that clearly outlines their personal outcome goals, needs for care and support, areas of skills to be encouraged and developed, future goals and aspirations. The Plan takes a clear structure that sets out how these needs and goals will be met, and children/Young people are fully supported to participate in the drawing up of these plans and how they are implemented and progressed. This process is achieved in an age-appropriate manner, using innovative methods and tools such as

visual aids and mind mapping to measure individual progress and aspirations. Person-centred planning involving families and a multi-agency approach and related questionnaires that focus on the quality of the care the children/young people are receiving.

The Person-centred Personal Plan includes an up-to-date assessment of needs for each child and young person and takes into account the rights and wishes of children/young people to take control of their lives, ensuring that there is a clear balance between protecting/safeguarding the child/young person and giving them the opportunity to take responsible risks.

All children/young people are encouraged to take an active part in their Statutory Review and in all decisions that affect their life. These are discussed regularly with their Link Worker and staff at the home. They are supported to attend all meetings where decisions are made either by attending in person or by making a verbal or written contribution. Following the review children/young people spend time with their Link Worker to ensure that they understand the decisions that have been made. The staff at Heol Llewelyn actively monitor any targets set and all achievements made by each child/young person.

Link workers complete monthly paperwork with the child/young person which captures their views and wishes and considers all areas of the young person's life such as health, education, and relationships. This information is then fed into the Personal Plan regularly and is shared with the care team.

B). Standard of Care and Support

Safety

The Safety of the children and young people is paramount, and safeguarding is a consideration in everything we do. This is achieved through a range of methods which include: -

Assessing needs and careful placement matching prior to placement.
Undertaking thorough risk assessments to ensure the needs can be met safely
Provide the correct staffing levels, ensuring robust recruitment, induction support and training programmes are in place for the staff team.

Following clear safeguarding policies and procedures in line with CIW, All Wales Safeguarding and Bliss Care and Support Safeguarding Framework.
Heol Llewelyn work as part of a multi- agency team to support the child, implementing and reviewing behaviour management procedures bespoke to each child/young person.

All staff are trained in safe physical intervention and breakaway (CPI). This is to be used as a last resort having exhausted all de-escalation techniques, and only in the interest of safety.

The rights of the child are properly embedded within every aspect of the home and children and young people get to meaningfully participate in the decisions that are made about their lives.

Children/young people have access to all communal areas of the home and have a key to their own bedrooms. This provides the children/young people with privacy, independence and security. Some areas of the house are only accessible by staff keys, such as the COSHH cupboard and staff office/bedroom and staff have key access to each young person's room. Staff will only use these keys when absolutely necessary to effectively safeguard both the young people and staff.

For activities to take place in and out of the home, staff complete a Risk Assessment which considers the risks and explores the control measures already in place or if there is a further need to be added. The Risk Assessments are signed off by the home manager and the RI, complete with consent forms.

Safety Online

Use of Qustodio on all electronic devices

To support the safety and wellbeing of young people in our care, with parental/placing authority consent, the Qustodio monitoring software application is downloaded to all electronic devices —including mobile phones, tablets, and computers—This helps promote safe, responsible, and balanced use of technology.

Key functions of Qustodio:

* Monitoring online activity, app usage, and screen time Identifying potential risks, including inappropriate content, cyberbullying, or unsafe contact
* Supporting young people in developing healthy digital habits

This monitoring forms part of our broader safeguarding strategy, protecting young people from online harm while fostering trust and digital resilience.

Transparency and Consent

Young people are informed about Qustodio in a clear, age-appropriate way, given opportunities to ask questions, and supported to understand how monitoring contributes to their safety and development. All discussions are recorded in individual care plans, ensuring a consistent and supportive approach.

Young People's Views, Wishes and Feelings:

Fortnightly house meetings will be held for children and young people, providing them with a platform to express their views and wishes. These meetings can be held together or separately, and can also take place informally, as some children and young people may prefer a less structured setting. The meetings will be facilitated by the staff team, and the information gathered will be shared and discussed at monthly staff meetings. Management will then review the outcomes with the young people to ensure their voices are reflected in decision-making.

Link worker sessions will be on both a pre-planned and ad hoc basis to ensure young people are consulted regularly regarding their care.

Bliss Care and Support Services and Heol Llewelyn have an anti-discrimination policy which is enforced robustly. We believe no one should experience discrimination or adversity be it age, sexual orientation, religious beliefs, gender, disability, marital status and pregnancy. Again, these policies will be discussed in team and young people's meetings so there is a clear understanding, for both staff and young people, of what discrimination is, their rights and what is not acceptable. All staff will have equality and diversity training to help them to support all of our young people.

Health Needs and Promotion:

Heol Llewelyn strongly promotes the healthy lifestyle of children/young people and is committed to delivering a quality led service based on the belief that children/young people should be able to lead a healthy lifestyle and take control of their lives and contribute to promoting their individual health needs that affect their day-to-day care.

Advice and guidance to staff and children/young people is available through the use of resources, workshops and training, in order to promote health and wellbeing. Training includes: -

Introduction to Health & Safety, Administration of Medication, Supporting Young People with Mental Health Needs, input from Changing Minds, Moving and Handling, Emergency First Aid, Food safety in Catering Level 2 and 3, Promoting Equality, inclusion and valuing Diversity, Adolescent Wellbeing (sexual health) and Infectious Diseases, legionella, Drug and substance misuse and self-harm.

All children/young people have their individual health needs assessed and identified at an early stage and this forms part of the Person-centred Personal Plan/Health section. This document clearly outlines health needs and health promotion including a medical history any specific needs, all dental and optical checks and ongoing medical support required. Health concerns are recorded in the young person's daily notes and any appointments with a health practitioner are recorded in their health contacts. On admission we ensure that all young people are registered with local health professionals inclusive of Doctors, Dentist and opticians.

All children/young people will be encouraged to undergo a CLA (Child Looked After) medical on an annual basis to assess the physical health needs of the child/young person. This information will inform future placements of the child/young person so that there is a continuum of health care for each individual.

In addition to this, policies and procedures are in place to record all administered medication, medical appointments, accidents, illnesses and injuries within the home.

Mental and Emotional Heath Needs

There is a high prevalence of mental health difficulties amongst Children Looked After and young people, and this raises concerns about their access to appropriate, effective and timely support. With the help of Changing minds Clinical Psychologists, externally identified therapists and CAMHS we work to promote and support the children/young people's mental health and emotional wellbeing.

We ensure that where there is an identified need, referrals for children/young people who require the input of CAMHS, any other mental health or therapeutic support services, will be made in consultation with the placing Social Worker. Any specialist service required would be agreed with the placing Authority as there may be an additional fee required by the specialist service.

The Health Plan is a holistic part of the personal plan and sets out how these needs will be met, who will be responsible for supporting/actioning and an indicator of timescales involved. Children/Young people are fully supported and included to promote the development of their plans and how they are implemented and progressed.

Linguistic, Cultural and or Religious Identity

Health issues that relate to ethnicity, race, sexuality, faith or belief in respect of each child/young person are fully assessed and explicitly addressed in their Person-centred Personal Placement Plan with actions as to how these needs will be met.

In Heol Llewelyn, we believe it is important to set a culture within our home of acceptance, diversity and inclusion of religion, ethnicity and different cultural needs. In line with Bliss Care and Support's Equality, Diversity and Inclusion Policy & Procedures the home will ensure that all children/young people are encouraged to explore, celebrate and take pride in their religious/cultural identity. As a home based in North Wales, we aim to celebrate our Welsh identity and support children/ young people whose prefer to communicate through the medium of Welsh.

From referral, the staff will work in partnership with carers/family and children/young people to help and support each child/young person to follow their chosen religious beliefs, dietary requirements, religious observations; attendance at services, or religious rituals, provided there is no risk of significant harm.

All children/young people will be encouraged to thrive culturally. Staff will ensure that important aspects of culture and religious heritage are not lost and whilst, each child/young person's own culture will be encouraged, so too will other cultures be explored and celebrated.

Complaints:

Bliss Care Services and Heol Llewelyn believe in an open and honest environment, where children and young people are able to express their views, wishes and opinions and where staff and other professionals respect the right to do so.

Children and young people are encouraged to raise any issues or concerns, and we aim to deal with these in a timely and vigorous manner. Complaints may initially be dealt with informally however, is this is not possible, a formal complaints procedure will be followed. All relevant professionals and parties will be kept fully informed throughout the process.

A copy of the complaint's policy or procedure is available upon request and the right to complain and information around complaints is reinforced in the young person's guide. The complaints procedure will also be discussed before the young person moves into Heol Llewelyn, to ensure they are aware of how to raise their concerns. Link worker sessions, young people's meetings, advocacy, independent visitors, and an open culture will provide regular opportunities for young people to voice their opinions and be heard. Young people will also have regular contact with professionals outside of the home (i.e. Social Workers) to voice any concerns or specific issues and will be facilitated to do so.

Complaints can be made in the first instance to Malissa White (Registered Manager) and then be escalated to Kirstie Holmes (Responsible Individual). Complaints can also be made directly to CIW or their Social Worker, which will be facilitated. An independent advocate will be sought should the need arise.



Meals and Dietary needs:

Heol Llewelyn offers a varied and nutritious menu that promotes healthy eating through balanced meals and access to wholesome snacks throughout the day. Menu planning is diverse and culturally inclusive, encouraging children and young people to explore new foods and develop positive relationships with eating.

Children and young people are actively involved in food-related activities, including menu planning, shopping, and meal preparation. These opportunities form part of both daily living experiences and structured independent living programmes, helping to build confidence, practical skills, and autonomy.

The home fully accommodates special diets and individual dietary requirements. Any dietary needs, intolerances, or allergies are identified at the referral stage, with robust risk assessments and clear control measures in place to ensure each child's safety and wellbeing. Staff work closely with children to help them understand their own dietary needs and make informed, healthy choices.

Education, learning and development opportunities:

Bliss Care and Support is committed to enabling children/young people to access education, which meets their assessed needs. We believe that education is an important area of a child/young person's life and often the only stable and consistent factor in the movement between residential care and family life. Bliss Care and Support recognises that educational opportunities do not just take place within school and college settings and residential staff demonstrate their effectiveness as role models for learning opportunities daily.

Each child/young person's Education Plan will be reflected within their Person-centred Personal Plan. All children/young people are encouraged to become members of the local library and there is an internet linked laptop which children/young people can access for social, creative and educational purposes.

In addition to this the home has a selection of books, newspapers/magazines and arts and crafts materials for the children/young people. Children can access quiet time for private study/complete homework in the local library, in their own bedroom where they are provided with a desk and chair or in the home's communal areas.

Equally, all staff recognise that trips and activities will often have opportunities for learning, e.g. developing social skills, geography, history and art to name a few. Friendships are important for all children/young people, and they are encouraged to make and sustain relationships. Children/Young people will be supported in progressing their individual education plans with the support of the local authority.

The staff team fully understand the educational needs of each child/young person placed within the home and utilise their skills and knowledge to ensure that they are accessing education which meets their needs in respect of their age, ability, sexual orientation, gender, race and culture.

The staff are positive about promoting the education of children/young people. Staff liaise with all the relevant agencies in supporting the children/young people in meeting their educational needs consistently. Robust and positive relationships are maintained with schools and colleges that the children/young people attend, any problems identified are addressed with the school and the child/young person in a timely manner to avoid any gaps in attendance. The staff and family where appropriate, attend all open days, special events and parent's evenings with the children/young people. If the parents or the child/young person wants the support of staff, it is the responsibility of the staff at Heol Llewelyn to identify and liaise with designated educational staff for ''children looked after" in each school that the children/young people attend.

Staff advocate on behalf of the children/young people in their care to attend the school of their choice, as far as is practically possible and to ensure continuity. Staff also work with and can be supported by the Local Authority/therapist and Education Coordinators.

Leisure

Bliss Care and Support has a commitment to ensuring that children/young people are actively encouraged and supported to take part in leisure activities within the home and within the community at large. In order to facilitate the process of individual personal development, Heol Llewelyn also offers a variety of indoor and outdoor activities.

Children/Young people have their own bedrooms where they can retire in private; to listen to music, read, play a game or simply "get away from it all". We also have communal rooms where the children and young people can watch films, play games, be creative, read and relax.

All children/young people are encouraged to develop and pursue hobbies, interests and outside community-based activities including sport, dance, drama, singing, guides/scouts, swimming and athletics clubs, music etc.

Staff will support the young person with regular attendance and encourage participation, ensuring that the child is properly prepared and equipped. In time, dependent on the young person, this would be unsupported allowing further reintegration into the local community and the building of peer group social skills.

Children/Young people are also encouraged to take part in extra-curricular school activities, to visit the homes of friends from school and to invite friends to their home for tea. Where it is clear that a child/young person has a particular gift or talent we actively encourage the continuation and development of this skill.

Heol Llewelyn provides a broad range of opportunities for all of the children and young people regardless of age, gender, race, religion, language, culture or sexual orientation. Our objective is to maximise their potential through opportunities for personal growth and to provide fun and enjoyment.

Staff actively share the children/young people interests that they have in various sports and hobbies to provide them with positive role models. The children/young people are encouraged to be involved in the planning of their holidays, short breaks, trips and activities.

Children/young people who come to reside in the home, may not have had the opportunity to travel within this country or abroad or be exposed to different cultures and communities, therefore a concerted effort is made to ensure that children/young people do have the opportunity to experience a wide variety of activities, festivals, events and holidays.

The arrangements for Contact with Parents, Relatives and Friends:

Bliss Care and Support, where appropriate, encourages family, relatives and friends of the children/young people to visit the home (unless this is contrary to the individual Personal Placement Plan and/or places risk to any of the children/young people and staff of the home).

Staff ensure that visitors are made welcome and feel at ease. The children/young people are encouraged to keep in contact with their family and friends in line with their Personal Plan and staff are available to give support to make this contact possible. Arrangements for maintaining contact between the child/young person and their family and friends are explicitly addressed in their Personal Plan. Staff promote phone contact and encourage the young people to send cards on significant occasions such as Birthdays, Christmas, Mother's Day and Father's Day as appropriate.

Section 5

Staffing Arrangements

This section needs to describe how the staffing arrangements are appropriate for the range of needs and specialist services to be provided as described in section 3. It should demonstrate how staff will be deployed to provide reliable and safe care to individuals.

Heol Llewelyn has a committed, diverse staff team consisting of varying age, experience and qualifications who present as positive role models to maximise the opportunities for the children/young people in our care.

We celebrate and value diversity of individuals and believe that children/young people and staff will benefit from the employment of both women and men at all levels of responsibility, and across all areas of work, we treat all children/young people, visitors and employees with respect and dignity, and provide a positive working and learning environment free from discrimination and harassment and promote equality of opportunity and inclusion for all.

The team consists of a Manager, Assistant Manager, 12 Residential Support Workers consisting of both full and part time staff, and a small pool of casual staff/ bank staff.

All permanent staff either hold the appropriate qualification for their role , or anyone not having received the All Wales Induction Framework, Level 2 core, Level 3 practice in Health and Social care (children and young people) will be enrolled to complete as soon as they start their Induction process.

To cover for staff holidays, sickness or training, Bliss Care and Support employs a pool of casual workers, who are subject to the same regulatory checks and mandatory training as is required for all permanent residential workers. To offer consistency to both the children/young people and the home we try to keep the number of casual staff used to a minimum. Casual staff will be on duty with a more senior worker and are not expected to linkwork individual children/young people.

Heol Llewelyn Staff Team

Company Directors: [redacted]

Operations Manager: [redacted]

Manager: [redacted] Level 5 Qualified with 6 years of residential experience

Deputy Manager: [redacted] – Level 5 qualified with 20 years of residential experience.

Residential Support Workers:

TO BE ADDED IN TIME

Bank Staff

Heol Llewelyn maintains a robust and safe recruitment process to ensure that all staff appointed to the home are suitable, competent, and appropriately vetted. Recruitment includes a detailed application and interview procedure, enhanced DBS checks, and comprehensive reference checks. No member of staff begins employment until all required clearances have been confirmed.

All new staff complete a structured induction programme, tailored to their role and level of experience. This induction ensures that staff understand the home's ethos, policies, safeguarding responsibilities, and expectations of practice. Newly appointed and unqualified staff are supported to undertake accredited qualifications through Social Care Wales, including Level 2 and Level 3 Health and Social Care awards.

Staff at every level are expected to demonstrate ongoing continuous professional development. Regular training, supervision, and reflective practice ensure that skills remain current and that care is delivered safely, confidently, and to a consistently high standard. The home promotes a learning culture where staff are encouraged to develop professionally and contribute to improving outcomes for children and young people.

Management Arrangements

Heol Llewelyn operates alongside a second registered children's home within the organisation.

To ensure strong leadership, consistent oversight, and continuity of care, the Registered Manager and Assistant Manager work across both homes under a structured and well-governed management duel registration model.

Additional to the duel managers, each home has an identified senior to offer the day to day oversight.

The Registered Manager holds overall responsibility for both homes, ensuring compliance with CIW regulations, safeguarding requirements, and quality-of-care standards.

The Assistant Manager provides day-to-day operational support across both settings, ensuring that staff are supervised, routines are maintained, and children's needs are met consistently.

Clear lines of accountability are in place, with the Responsible Individual (RI) providing overarching governance, monitoring, and quality assurance.

Outside office hours a rota of on call duty managers is available within Heol Llewelyn staff office. The appropriate manager should be contacted for consultation or in an emergency as required.

Planned and Transparent Deployment

Management time is planned, scheduled, and recorded to ensure that each home receives consistent and effective leadership throughout the week. The Registered Manager and Assistant Manager maintain regular, structured communication with both staff teams, supporting timely information sharing and consistent decision-making across both homes.

When the Registered Manager is based at one home, the Assistant Manager provides leadership at the other. This ensures that each setting is continuously supported by a competent and experienced manager, maintaining stability and oversight at all times.

Safeguarding and Oversight

Safeguarding arrangements are applied consistently across both homes, ensuring that children's safety and wellbeing remain central to practice. Managers ensure that staff have up-to-date access to care plans, risk assessments, and behaviour support strategies, enabling informed and safe decision-making.

Any safeguarding concerns, incidents, or significant events are communicated promptly between managers and escalated to the Responsible Individual where appropriate. Regular audits, supervision, and monitoring systems are in place to ensure that standards of care, compliance, and professional practice remain consistently high across both settings.

Continuity and Quality of Care

The dual-home management structure promotes consistency in practice, shared values, and a unified approach to care. Staff benefit from aligned expectations, shared training opportunities, and consistent leadership across both homes.

Children experience stable routines, clear boundaries, and a cohesive team approach, regardless of which manager is present. This structure supports continuity, emotional security, and high-quality care, ensuring that children receive a reliable and consistent experience across both settings.

Deployment of staff at service (for Accommodation based services only)

Heol Llewelyn accommodates two sleep-in staff members each night, with one sleep-in bedroom located on the ground floor and the second on the first floor. This arrangement enables effective monitoring of the home during night-time hours and

ensures staff are positioned to respond promptly to any needs that may arise. All designated sleep-in allocations are clearly recorded within staff handovers and shift plans.

Between 10:00am and 11:00pm, the home is typically staffed by up to three team members, including a designated shift coordinator identified on the rota. Staffing levels during this period remain flexible and are adjusted in line with the number of children living in the home, their individual needs, and their assessed risk profiles.

From 11:00pm to 7:00am, two members of the day staff transition into their sleep-in duties, remaining available throughout the night to provide support and respond to any incidents or emerging needs. This structure ensures that the home remains safely staffed at all times while maintaining a calm and settled environment for the children.

Arrangements for delegated tasks

Residential staff and external therapists maintain positive, collaborative working relationships that have been developed and strengthened over time. External therapists hold a working knowledge of the children placed at Heol Llewelyn, alongside a clear understanding of the home's dynamics and the varying needs and demands of the children. This shared insight supports consistent, informed, and child-centred therapeutic practice.

Therapeutic input is delivered by experienced external professionals who specialise in supporting children and young people with a wide range of emotional, behavioural, and developmental needs, including those living away from their immediate families. Interventions focus on building safe, trusting therapeutic relationships, which promote emotional healing and model healthy attachment patterns, helping children address the impact of earlier disrupted attachments.

All therapeutic interventions are tailored to the individual needs of each child, ensuring that support is responsive, developmentally appropriate, and aligned with their care plan and identified outcomes.

External therapists receive independent clinical supervision and professional oversight from a qualified clinical supervisor. Therapy sessions take place away from the home, offering children and young people a confidential, neutral, and emotionally safe environment in which to explore their experiences.

Supervision Arrangements

Bliss Care and Support has a comprehensive staff supervision process. Individually designed to extend each employee's knowledge, skills and experience which promotes job satisfaction, staff motivation and commitment which benefits the children and young people in our care.

All staff receive professional, individual supervision monthly, or more frequently if required. The supervisions are always held in a quiet and comfortable place where the time spent will be undisturbed. The use of the Bliss care office will aim to be available to hold all supervisions in private.

Supervision addresses strengths and areas for development. Reflective practice is encouraged and is characterised by active listening and thoughtful questioning by both parties to help the supervisee to answer his/her own questions, and to provide

the support and knowledge necessary to guide decision making. It allows the staff member to experience the relationship that he/she is expected to provide for the young people at Heol Llewelyn.

All staff will have the opportunity for monthly consultations with the externally sourced Clinical Psychologist at Heol Llewelyn. These consultations will be aimed at improving practice when working with our young people. The Clinical Psychologist can offer therapeutic insights and offer examples of best practices when working with individual young people and behaviours. Our Clinical Psychologist is involved in the matching and formulation process and so will have an in depth understanding of our young people. The Clinical Psychologist will also attend team meetings and so will have knowledge and understanding of the staff team and our way of working at Heol Llewelyn.

All supervisions and consultations are recorded and stored digitally as well as in a locked cabinet located in the staff Bliss Care office. This supervision is emailed to the supervisee and if they have any concerns then they can raise these promptly. The homes manager also keeps a supervision matrix to ensure all supervisions are being completed on time.

Section 6

Facilities and Services

Accommodation based services only. *This section is where you should describe the design, layout, facilities and/or equipment available and how they support the range of needs of the people the service is intended for as described in section 3 above. If there are any unique or specific features about these, you should describe them here. N.B. This section does not apply to supported living arrangements*	
You should provide information about:	
Number of single and shared rooms:	Heol Llewelyn provides three young people's bedrooms, each furnished to a high standard and designed to promote comfort, privacy, and a sense of personal space. Each bedroom includes a bed, wardrobe, chest of drawers, bedside table, age- and stage-appropriate television, night lamp, and a personal safe for storing belongings securely. A desk is provided for recreation, homework, or creative activities Two staff sleep in rooms furnished with a bed, bedside table, lamp and set of draws.

	Staff office equipped with desks, laptops and desktop computers, locked filing cupboards for confidential documentation, stationary draws, key cabinet and safety deposit box for safe storage of petty cash.
b) Number of rooms with ensuite facilities	**1**
Number of dining areas	A large open-plan kitchen with dining area, with dining table, room for 6 chairs, shelves, storage cabinet.
Number of communal areas	2/3 Large open planned kitchen/diner with built in cooker, has a fridge/freezer, microwave, washing machine, tumble dryer, kettle, toaster, and a variety of cooking utensils and equipment. 1x Lounge – Sofa, Large flat screen, shelves, storage and large rug. 1x Snug area (adjoined to the kitchen/diner Outside garden to front and the back of the property complete with seating area, flower beds and garden games available at request.
e) Specialist bathing facilities	N/A
f) Specialist equipment	N/A
g) Security arrangements in place and use of CCTV	The home is externally secured with an intruder alarm and internally secured by a keys for external doors and thumb turn locks for internal. All young people will have free flowing access to communal areas and will be allocated a bedroom key personal to them. As will staff. Front and back external doors have an alert alarm that sounds upon the entrance or exit of any person to further monitor any coming or going within the building. When the young people retire to bed there are portable door alarms that can be attached to the outside of the bedroom door if required. This is risk assessed and agreed with the individual young person's social worker if deemed necessary. If a door is opened an alarm will sound in the staff bedrooms and staff get up and check on the young person, when the young person retires back to their room the alarms are re attached and information recorded in the home's logbook as to why the young person got up. E.g. Drink from kitchen. There are alarm sensors on the landing/ hall area as extra anti intruder protection.

	As a matter of security, staff should not share their or other young people's key with any other individual. If a young person or visitor was to become in possession of a key unauthorised to them, this should be reported to the Manager / Assistant Manager. Any required portable bedroom door alarms in line with Risk Assessments and alert systems on external doors are checked on a weekly basis
h) Access to outside space and facilities at this service	The home has a garden to the back of the property which is surrounded by fences around the side with an opening onto the driveway which ensures the space is private and secure. There is a seating area and flower beds with additional grass space at the back. The garden is accessible at all times to the children and young people.

Section 7

Governance and Quality Monitoring Arrangements

The Responsible Individual (RI) is accountable for ensuring that any child placed in Heol Llewelyn receives high quality care that meets all legislative requirements and is delivered in line with the policies and procedures of Bliss Care and Support. This is achieved by ensuring the staff and management are suitably qualified, trained and experienced and by ensuring that effective management and governance arrangements are in place.

The home has a Residential Manager in place who is managed by the Operations Manager/Responsible Individual. The Registered Manager is responsible for the day to day running of the home and ensures monitoring process are in place. They will have regular contact with Responsible Individual and inform them of any issues.

The Responsible Individual has a series of systems in place to maintain oversight of the arrangements in respect of management, quality, safeguarding and Health and Safety. This enables them to continually review the effectiveness of service activity and to identify and focus upon any areas that require development.

The systems include: -

The responsible Individual will conduct a formal visit in person at minimum once every month with additional unannounced visits as required. Other systems in place to review the quality of care include: -

- Monthly monitoring- The home managers complete a series of checks to ensure the day to running of the home is of a high standard and includes the monitoring of health and safety, safeguarding and records of incidents, child protection and complaints within the home.
- Regular RI visits in line with Regulation 76 on a quarterly basis.
- Digital case files enable the RI to remotely access all children`s records and review all recording systems.
- Learning and development groups - The RI is a member of and is supervised by the National Children's Homes Improvement Group (CHIG). This UK wide group, led by a London based performance improvement manager considers the latest research evidence, looks at innovative practice across the UK, reviews the implementation of policies and procedures, and considers how the learning can best be disseminated across the organisation whilst also reflecting on practice, wellbeing, training areas and addressing any presenting issues during reflective supervision.
- Residential Managers Group - This group chaired by the RI, meets quarterly and ensures that the information and learning from the CHIG is disseminated across the registered services. This group looks at how policies, procedures and recent training activity is being implemented within local projects. Members discuss local knowledge and learning and address any challenges before identifying a work plan for the period ahead.

  Data recording systems
- A range of other systems are in place to feedback information on the service. These include Safeguarding Forms (Safeguarding concerns reported to Local Authorities).
- Supervision and APR records - All staff receive a minimum of monthly supervision. This covers reflective casework practice, staff welfare plus management advice and support. These records plus the annual appraisals for staff are accessible to the RI to consider the quality of management and address any patterns and trends in issues raised.
- Feedback questionnaires from staff, service users, families, relevant others and commissioners. This information is helpful to inform the RI of the quality of care provided as well as adapting services to meet any changing needs of young people.
- Quarterly visits by independent advocate who meets young people to get their views on the service.
- CIW Inspection Reports
- Complaints records and outcomes. All complaints made by the young people are recorded on the Bliss Care and Support Service user's complaints form. This will detail the complaint and will be signed and dated by the homes manager once

received. A decision is then made whether an informal or formal investigation is required. Once the process is completed the young person will be updated on the outcome. Learning for the service and how this has been implemented will be recorded. There will be a record of feedback given to the child, and also to parents and professionals if required.

- If a complaint is made about the service from a member of the public, the Bliss Care and Support complaints policy and procedure is followed. All complaints should be dealt with following the following steps. Once in receipt of the complaint record details. Identify the correct person to consider the complaint. Give the complainant that person's name and contact details. Identify whether there are any risks in this case related to safeguarding children and young people, or company reputations, and take additional action if so.
- The complainant will be given a time scale for when to expect a response (Usually within 10 working days). The complaint will be investigated. A response to the complainant in writing to inform of whether the complaint is upheld, and if so, the relevant outcome(s).

All this information supports the RI to oversee the effectiveness of the service and to remain informed about the quality of care. This enables the RI to prepare a report on their visits and a six-monthly Quality of Care report for our home.