**Tregaron**

**Residential Children’s Home**

**“Statement Of Purpose”**

**September 2019**

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| **Responsible Individual:** | James O’Leary |
| **Manager:** | Sandra Probert |



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**Tregaron Children’s Home**

**Responsible Individual:** James O’Leary

**Manager:**  Sandra Probert

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Tregaron Care Home is regulated by CIW and if you wish to contact them, the address to write to is:

**Address:**

Care Inspectorate Wales  
Welsh Government office  
Sarn Mynach  
Llandudno Junction  
LL31 9RZ

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**The introduction of the Social Services and Well-being (Wales) Act 2014 and Regulation and Inspection of Social Care (Wales) Act 2016 has been considered in developing the Homes Statement of Purpose.**

The Social Services and Wellbeing (Wales) Act 2014 enshrines the rights of people using care and support services in law. This Act changes the way people’s needs are assessed and the way services are delivered to enable people to have more of a say in the care and support that they receive.

**Introduction to the Tregaron Home**

Tregaron is a care home within the wider organisation of Crystal Care Solutions Ltd which has a strong history of delivering high quality care and support to young people. Crystal Care Solutions Ltd provide: A high quality living environment for young people offering a child centred approach which is tailored to meet their individual needs.

Tregaron is 3 bed roomed semi detached property located in the Flint area. Located in North East Wales and overlooking the estuary of the River Dee, Flint is less than five minutes travelling time from the A55 expressway and the A548 coastal route into North Wales. There are local amenities available in the town including; shops, library, leisure centre, hairdressers and places of worship along with a selection of schools.

The home is a solo placement and can accommodate up to 1 young person, aged between 8 -17. The home is fully committed to the perspective of social inclusion.

The home values the self-esteem of young people and will actively celebrate religious, cultural and special occasions. Young people are encouraged to celebrate and participate in religious observance, e.g. Ramadan, Eid, Divali, Christmas, Birthdays and other religious festivals. Young people will be supported to attend a suitable pace of worship in line with their religious beliefs.

# Ethos

Crystal Care Solutions are a specialist care provider with a strong history of delivering high quality Care and Support to children and young adults across the Midlands, North West and Wales. Our services include:

* Children’s residential homes
* Therapeutic placements;
* Specialist placements;
* Semi independence placements;
* Supported tenancies;
* Training and Consultancy.

Our dedicated team ensure that a young person’s emotional needs and well-being are always at the centre of our practice and our specialist child or young person-centred approach consistently achieves the best possible outcomes for our service users.

Our paramount duty to a young person entering our care is to support them to feel safe. This is achieved through the provision of a stable living environment and laying the foundations of a trusting relationship with the staff team.

We believe that in order for a young person to engage with us effectively they should have an understanding of their situation, their options and the expectations upon them.

We believe that it is only fair to support individuals in a way which reflects their own aspirations and is realistic and achievable. We support the idea that young people may change their perspectives and priorities and would support them to engage with services to express their views.

Our practices acknowledge and accept that young people can make mistakes and may need to be supported to move forward.

Through a consistent and fair approach we ensure that our young people are given the praise and encouragement needed to build confidence and self-esteem. It is our view that without improved self-confidence is key to improved behaviour and motivation and that any step in the right direction should be acknowledged.

It is our hope that a nurturing and accepting environment will support young people to stabilize, to deal with past traumas and to develop the skills to live healthy happy lives.

Crystal Care Solutions work in partnership with Local Authorities and other professional organisations. We identify and address the specific needs of the young person and develop a placement plan which mirrors the aims of the young person’s care plan, setting achievable targets and goals.

We at Crystal Care Solutions believe that communication is the key to effective multi-agency working, in order to ensure the needs of our young people are met. As such we ensure that all relevant professionals receive regular reports and updates ensuring a true ‘team around the child’ approach.

Crystal Care Solutions go the extra mile and will seek and engage any other services or professional support as required to meet the needs of the young people placed with us. We don’t give up and have very low instances of placement breakdown.

At Tregaron we recognise the importance of a proactive approach that ensures language need is identified as an integral part of safe high quality service provision. We do this by making an ‘Active Offer’ in creating the right environment and resources where young people can feel empowered and confident that their needs will be met.

# ****‘Mwy na geiriau’****

Welsh language services as an integral part of their service delivery and workforce planning. The original More than just words…. strategic framework brought about the development of a number of initiatives which showed how it was possible to ensure that Welsh speakers can receive health and social services in their first language by making the best use of existing skills and resources

At Tregaron we recognise the importance of a proactive approach that ensures language need is identified as an integral part of safe high quality service provision. We do this by making an ‘Active Offer’ in creating the right environment and resources where young people can feel empowered and confident that their needs will be met.

At the home the staff and young people can access Welsh language materials such as books, S4C programmes and Radio 4 which encourages the use of the Welsh language within the home. Staff at the home uses the Welsh language when answering the telephone and there is a weekly competition to encourage the use of the Welsh language on a daily basis. Staff and young people are provided with phrasebooks and lanyards which identify if they are Welsh speakers or learning Welsh. The ‘Active Offer’ extends organisationally with a view that this is culturally embedded within Crystal Care Solutions Ltd.

At the home the manager has identified the team’s level of understanding of the language and supports further development of the language with training if requested/required.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Sandra Probert** | **DCM - TBA** | **RCW – Jordan Miller** | **RCW -Thomas Adams** | **RCW – post vacant** |
| **Fluent in Welsh** | No |  | No | No |  |
| **Speak Basic Welsh** | Yes |  | Yes | Yes |  |
| **Write Basic Welsh** | No |  | Yes | No |  |
| **Understand Basic Welsh** | Yes |  | Yes | Yes |  |
| **Read Basic Welsh** | Yes |  | Yes | No |  |
| **Do Not Speak/Understand Basic Welsh** | No |  | No | No |  |

# Aims and Objectives

‘To provide nurturing, structured and supportive care to enable young people to establish equilibrium in their lives.’

This aim will be supported through the following objectives;

* To provide a style of care that minimises institutional aspects of substitute living environments.
* To develop mechanisms whereby young people are fully participative in their care and educational programmes
* To use child centred approaches and provide a continuity of care in the residential settings we provide.
* To provide for the educational needs of young people through a combination of attendance at mainstream or specialised provision within the local area and individual tuition, determined by a Personal Education Plan.
* To realistically prepare young people to integrate into a family environment, or further residential provision, and/or to equip them with the practical and emotional skills for successful independent living.
* The provision of high standards of primary care within a stable environment as a medium within which to achieve the objectives of Personal Plans of young people we look after.
* An active offer is provided to ensure Welsh Language is offered in line with ‘Mwy na geiriau’ ‘More than just words’...Welsh Government’.

**These aims and objectives are supported through:**

* The provision of a high standard of primary care within a stable environment as a medium within which to achieve the objectives of Care Plans and Personal Plans of young people we look after.
* A policy of equal opportunities, including the consideration of positive action to ensure equality of opportunity where young people are experiencing difficulty engaging with or accessing our service because of a protected characteristic as defined by Chapter 1 Section 4, 2010 Equality Act.
* Offering a comprehensive range of activities to recognise and help fulfil the needs of the young people resident for legitimate excitement, adventure and the acquisition of developmental skills. To further promote the constructive use of leisure time through an individual activity programme
* Assisting young people in developing the skills required for their safe interaction within the wider community and to assist them in establishing and developing appropriate social networks within the community.
* Fully involving young people in their daily lives by their participation in a shared living experience
* Providing a homely and warm environment which steers away from an institutional model of care and which facilitates the learning of basic living skills
* Providing support with the recognition that young people require on-going parenting and the development of internal values as opposed to purely supplying and enforcing a set of abstract rules
* Providing a medium for the development of positive relationships with adults and peers to enable the development of the individual’s identity and self-esteem
* Building confidence to enable the young people we look after to take on the responsibility of adult life including the acquisition of appropriate parenting skills
* Providing an environment for undertaking appropriate work either inclusive or exclusive of the young people’s family
* Providing assistance to help young people come to terms with the fact that they are in residential care and understand their place within their near and extended family
* Providing an environment that values learning and promotes further education and/or vocational training that will develop young people’s skill base and subsequently enhance their life opportunities and access to employment
* In order to achieve these aims and objectives a supportive partnership is established between young people and the care team. Regular informal and formal discussions and reviews are held which enable the views and opinions of the young people to be sought and thereby taken into consideration within the daily programme.
* In certain circumstances external therapeutic input and assessment may be provided but only on condition that it is provided by suitable qualified and experienced practitioners with the support of independent supervision

# Values

*We believe that:*

Residential care should provide children and young people with skilled support from committed staff in a safe, caring and ordered environment. We have a responsibility to ensure that children and young people in residential care are protected from abuse and neglect. Care should form part of a range of services, which combine to meet children and young people’s needs and support their families and carers.

We recruit and support staff that are carefully selected and have opportunities to develop skills and professional practice through training and supervision.

We have a number of values, which are important to the home and for the children and young people who we look after.

• **Dignity and Respect**: recognising the value of young people, their uniqueness and their right to be treated with dignity and respect.

• **Equality:** ensuring that the services and facilities of the home are accessible and available to all. The service provided by our staff should not judge children and young people’s circumstances, backgrounds and lifestyles. It should not discriminate on the grounds of race, culture, language, religious beliefs, gender, sexuality or disability. Individuality will be valued.

• **Quality:** promoting quality services which are based on agreed standards and meet legal and good practice requirements. A commitment to ensure that staff working with children and young people will do what they say they do.

• **Independence:** a commitment to provide opportunities for children and young people to think and act independently whilst ensuring their safety at all times. To include a child or young person’s need for privacy.

• **Rights:** a commitment to children and young people, rights and entitlements

• **Listening:** a commitment to listen to children and young people and help them express their wishes and needs in whatever way is best suited to the individual child or young person.

• **Development and fulfilment:** recognition that young people are children first; all encouragement will be given to realise their full potential and to help children and young people achieve their hopes and ambitions and to develop their abilities in their daily lives. A commitment to ensure they have a good start in life.

• **Confidentiality:** treating all personal information in confidence

# Age range and needs of the Children and Young people admitted:

The home can accommodate up to one young person between the ages of 8 and 17 years old upon admission. Young person can leave the home either on or before their 18th Birthday. The home is fully committed to the perspective of social inclusion.

The home is registered to admit children and young people who display Emotional and Behavioural Difficulties

The home will ensure all young people’s individual and differing needs are met. Some examples of the services and practices we work with to achieve this are;

* **Learning disabilities:** Special Educational Needs, private tutors, in-house training,
* **Visually impaired:** SENSE, occupational therapy, computer aids, Braille books, optical aids, e-books
* **Hearing impairment:** Occupational therapy, Makaton, sign language,
* **Autism:** pictorial aids, social stories, Autism Awareness Training, National Autistic Society, support from local behaviour support teams linked with local authority, structure within the home, rewards and consequences of behaviours displayed.
* **Attention Deficit Hyperactivity Disorder:** CAMHS-working closely paediatric consultants, psychiatrists/psychologists, structure within the home, pictorial aids, consistent staff team, rewards and consequences
* **Diagnoses of attachment disorders:** specialist training, working with CAMHS, psychiatrist/psychologist, using models of therapeutic practice recommended from Social Care Institute for Excellence.
* **Child Sexual Exploitation**: working closely with police, Onyx team, safeguarding board, accessing support from Barnardos in supporting recovery programmes being delivered such as the ‘Star Programme’, in-house training, access support from G-Map (external specialist therapeutic services) if requested by the placing authority.
* **Harmful Sexual Behaviour**: G-Map on request from placing authority, CAMHS, Looked After Child Nurse, specialist training,
* **Minor physical impairment**: Occupational therapy, Looked After Children’s Nurse, physical aids, manual handling training
* **Emotional Behavioural Difficulties**: CAMHS, behaviour support teams, in-house training, Sorted, Barnardos, Police Community Support Officer, Youth Offending Team, Looked After Children’s nurse, MIND, mindfulness
* **Health needs**: specialist health professionals, Looked After Children’s Nurse, doctors, chemist, in-house training, and external training

The staff team has a wide range of skills having worked with a variety of needs. This includes young people who may have been diagnosed with;

* A learning disability or difficulty
* Sensory impairments
* Autism
* Attention Deficit Hyperactivity Disorder
* Attachment disorders
* Emotional or behavioural disorders
* Specific health needs, for example diabetes, asthma or epilepsy
* Minor mobility difficulties

We also work with young people who are;

* are victims of trauma based abuse
* have been or are at risk of being victims of Child Sexual Exploitation
* Affiliated with gangs

# Admissions Policy and Criteria

The Tregaron is registered to accept both **Planned** and **Emergency** Referrals.

Upon receipt of a referral for service, the Care Manager requests all information available about the referral (up to date copies of the Care and Support Plan / Pathway / Education Plans, Risk Assessments Reports etc.) from the placing authority. Further information and documentation is also sought from other professionals and following receipt, a detailed Impact Risk Assessment is completed to determine suitability of placement based on the environment, needs of the current client group, needs of the referral and any additional measures that would be required to ensure that the young person could be safely admitted.

The home will always aim to visit the young person and seek their views prior to admission and also to arrange for the young person visit the home where possible. The views of any young people currently in placement and the staff team will also be considered. This is not always possible with emergency admissions.

The Care Manager will then decide if the placement is deemed suitable. We would hope that parent(s), where possible, would be involved in this process. If a placement were agreed, the arrangements for admission would be specific to the young person but admission would not occur until a Care and Support Plan has been provided. This enable a personal plan to be drawn up and signed off by the social worker and young person concerned.

## Emergency Referrals

An Emergency Placement is the placement of a [Looked After Child](http://trixresources.proceduresonline.com/nat_key/keywords/looked_after_child.html) made without the usual planning and / or complete assessment process having taken place because of the need to ensure the safety and the welfare of the child immediately; this may be due to:

* A risk of immediate [Significant Harm](http://trixresources.proceduresonline.com/nat_key/keywords/significant_harm.html);
* A need to urgently terminate an existing placement (If a placement move occurs in an emergency, the responsible authority must be informed within one working day);
* Where a court has directed that a young person be [Remanded to Local Authority Accommodation](http://trixresources.proceduresonline.com/nat_key/keywords/rem_la_accomm.html).

The following placements are deemed to be Emergency Placements:

* The placement of a child outside normal working hours;
* Any placement where the ordinarily  required and necessary plans are not in place, i.e. where a child is abandoned, has suffered / is at risk of Significant Harm, or where there is an exceptional and immediate need to end an existing placement (it may be possible for the Placement Co-ordinator/Registered manager to have completed Care and Support Plan, A Placement Risk Assessment  with the placing authority over the telephone);
* A placement in Secure Accommodation without a Court Order but authorised by a Designated Manager (Secure Accommodation) for a maximum of 72 hours.

In the event of a referral for an Emergency Placement, the person receiving/administering the referral should do all that is reasonable to follow the normal admissions procedures. (When an emergency placement is requested out of hours then the on call manager should be consulted prior to accepting the referral).

Any decision to admit a child in an emergency must be based on an assessment of the available information and,  based upon this available information, it  must be concluded that the child's needs are likely to be met by the home. Given the time constraints, the risk assessments are likely to be carried out from information provided over the ‘phone, e-mail or facsimile.  Referral forms need to be completed and received before the young person is admitted despite the time pressures with emergency placements. As a minimum, the following information will be required at the time of the placement:

The contact arrangements that may be permitted between the child and his parents, siblings, relatives and friends – no contact may be allowed without the approval of the social worker or as set out in the child’s Personal Plan;

* A copy of the child’s [Health Care Plan](http://trixresources.proceduresonline.com/nat_key/keywords/health_care_plan.html) or, if this is not available, details of any healthcare or medical needs/requirements that the home should be aware of e.g. Home Remedies or Medication that the child may require, see [Health Care Assessments and Plans Procedure](http://www.proceduresonline.com/crystalcare/chapters/p_hlth_assm_pln.html);
* Copies or information relating to any Court Orders that may be required or influence the child’s placement e.g. if the child is subject to a Remand order. The person managing this process must keep a record of the matters that are not undertaken, and pass this to the chair of the Emergency Review.

# Facilities, Services, Accommodation

Tregaron is a semi detached property located in Flint. The ground floor comprises of an entrance hallway, lounge and a fully fitted kitchen with a small dining area as well. On the first floor there is one bedroom for a young person, a staff bedroom and the third room is a staff office/bedroom. The bathroom is also on the first floor.

**The Young People’s bedroom** is lockable and consists of: A double bed, a wardrobe, a chest of drawers and a desk as a minimum. Young people are given keys to their bedroom and are given the option to personalise their room also.

**The Staff Bedrooms:** are lockable and consist of: A single bed, a desk and shelving and storage for personal belongings.

**Lounge:** consists of two sofas (one which is a sofa bed), a home’s computer with access to the internet, bookshelves with a variety of books and games, a television with Sky and storage cabinet with gym equipment in. Both staff and young people can use the lounge.

**The bathroom:** is a communal bathroom which is lockable and consists of a bath with overhead shower, a toilet and a washbasin the staff can access the bathroom if required. There is also a unit which staff and young people can store their toiletries and towels.

**The dining room:** has a dining table and sits 4 people as well as a sofa.

**The Kitchen:** is a fully fitted kitchen with an oven and hob, a fridge/freezer, a Microwave, a washing machine, a kettle, a toaster, all utensils and cookware that is required in a kitchen for preparing and cooking meals.

**The Garden:** consists of a large grassed area with a shed for storage. There is a trampoline and garden furniture for both the young people and staff to use.

**Electronic Surveillance:** The home has CCTV cameras to cover the outside areas of the home to offer further security to the home.

# Care Planning

For any placement the personal plan will be drawn up prior to or as near to commencement of placement to include the details from the Care and Support Plan supplied by the placing authority.

Regulation 15

(1) the service provider must prepare a personal plan for the individual which sets out –

1. How on a day to day basis the individuals care and support needs will be met,
2. How the individual will be supported to achieve their personal outcomes
3. The steps which will be taken to mitigate any identified risks to the individual’s well-being,
4. The steps which will be taken to support positive risk-taking and independence, where it has been determined this is appropriate.

The initial personal plan is reviewed and updated within the first seven days of commencement of service in line with the outcome of the provider’s assessment (Regulation 18). A copy of the personal plan will provided in a format and language appropriate to the person’s needs. Further to this the personal plan will be reviewed as and when required but at least every three months.

Any review of the personal plan will be aligned with reviews required and conducted by the local authority. This review will include the extent of which the individual has been able to achieve their personal outcomes. The young person will be encouraged to be involved in the review of this plan and information will be shared in a child friendly format applicable to their age, needs and level of understanding

# Care and Support

The home aims to provide a stimulating environment for young people where they can feel safe and flourish and give them the greatest opportunity to reach their full potential. By providing nurturing, structured and supportive care we can enable the young people to establish equilibrium in their lives.

Our dedicated team ensure that a young person’s emotional needs and well-being are always at the centre of our practice and our specialist child or young person-centred approach consistently achieves the best possible outcomes.

Our paramount duty to a young person entering our care is to support them to feel safe. This is achieved through the provision of a stable living environment and laying the foundations of a trusting relationship with the staff team.

We believe that in order for a young person to engage with us effectively they should have an understanding of their situation, their options and the expectations upon them.

We believe that it is only fair to support individuals in a way which reflects their own aspirations and is realistic and achievable. We support the idea that young people may change their perspectives and priorities and would support them to engage with services to express their views.

Our practices acknowledge and accept that young people can make mistakes and may need to be supported to move forward.

Through a consistent and fair approach, we ensure that our young people are given the praise and encouragement needed to build confidence and self-esteem. It is our view that improved self-confidence is key to improved behaviour and motivation and that any step in the right direction should be acknowledged.

It is our aim that a nurturing and accepting environment will support young people to stabilise and to deal with past traumas to develop the skills to live healthy happy lives.

Crystal Care Solutions Ltd work in partnership with Local Authorities and other professional organisations. We identify and address the specific needs of the young person and develop a personal plan which mirrors the aims of the young person’s care and support plan, setting achievable targets and goals.

Clear communication is vital to ensuring that the needs of our young people are met through effective multi-agency working. We build strong links with other professionals ensuring that they receive regular reports and updates to create a support network around the child with their needs at the centre of our care.

Crystal Care Solutions Ltd will source other services or professional support as required to meet the needs of the young people placed with us. We are committed within our service to work closely with our young people to succeed and have very low instances of placement breakdown. We create opportunities for our young people to access specific training in regard to their individual needs and have previously invited the local fire service and police services to the home to deliver specific training resources to the young people to encourage them to adhere to safer lifestyles such as ‘prevent and deter’ course which encourages young people to acknowledge how offending behaviour will affect their futures’.

# Activities and Recreation

To that end we will actively support young people to pursue their particular interests both at the home and in the wider community. Staff will work with young people to identify hobbies, interests, likes and dislikes on admission and support them to access suitable resources.

When young people are admitted with little or no previous involvement in activities, a varied programme will be constructed that exposes them to a range of diverse activities that are both challenging and educational. The programme will provide opportunities for the acquisition of skills, knowledge and excitement. From these “taster activities” young people will be encouraged and supported to make choices as to which if any areas they wish to pursue on an on-going basis.

We will support young people to foster good relations with their communities and in particular, for individuals with protected characteristics we will promote equality of opportunity.

We encourage young people to participate in physical exercise and choose activities that they will enjoy doing. We appreciate that all young people have different individual needs with different skills, experience and abilities thus will have varying likes and dislikes. We will attempt to help young people meet these needs in an age appropriate way.

In the local area there is the opportunity to access a wide range of activities as listed below.

|  |  |  |
| --- | --- | --- |
| Cinema  Ice skating  Alton Towers | Swimming  Ten pin bowling  Laser Quest | Walking  Videos/Movies  Shopping |
| Blobbing  Theatre  Youth Clubs  Racquet Sports  Paintballing | Computer games  Guides, Scouts  Football Clubs  Horse Riding  Snooker/Pool Clubs | Cycling  Boxing Club  Sea/Army/Air Cadets  Cricket Clubs  Outdoor Pursuit |

# Health Promotion and Protection

The health of young people accommodated with us is of the utmost importance. Young People are encouraged and taught to develop the knowledge, skills, attitudes and values to care for their own Health and Wellbeing. We will actively encourage young people to monitor their own health by way of a regular programme of healthcare checks with their General Practitioner, Dentist and Optician.

On admission there will be an undertaking to ensure registration or confirmation of previous registration of General Practitioner, dentist and opticians is completed. If possible, we will make arrangements for young people to maintain registration with their own medical practitioners.

Any appointments made in respect of a child’s health will be discussed with the parent(s) or those with parental responsibility. Where the Personal Plan deems it appropriate, parent(s) or those with parental responsibility are to be invited to accompany young people to appointments.

All Tregaron Staff are trained in First Aid and also in the Safe Handling and Administration of Medication. First aid boxes are available within the home to treat minor injuries. Staff are instructed to make immediate use of the General Practitioner surgery and the emergency services at the local hospital in the case or suspicion of more serious injuries. Travel First Aid Bags are also available for taking on activities or day trips.

Medication and homely remedies will only be made available to young people if prescribed or approved by a medical practitioner. All drugs and medicines are to be kept in a locked cabinet and a precise record of their use is made. Young people will only be allowed to administer prescribed drugs and medicines themselves with the permission of the Manager who will, in turn, agree this course of action with the General Practitioner and the placing authority before completing an appropriate risk assessment.

Arrangements are put in place to monitor, and if appropriate restrict, the use of household substances that may be harmful e.g. Bleach, Disinfectant, Aerosols etc. This is adhering to COSHH and other relevant standards.

A programme of Health Education will be provided for young people as part of their on-going care and educational plan. This will involve both internal and external inputs from the professional network as a whole. Particular features of this programme will be sex education, smoking, alcohol, drugs, healthy eating and exercise.

The Tregaron Home follows the Food Safety Standards, ‘Eat-Well Plate’ and also encourages young people to prepare meals using the Department of Health’s ‘Be Food Smart’ Meal Planner. Healthy eating is promoted within the home.

# 

# Child Protection and Bullying

Tregaron is committed at every level to safeguarding generally, and child protection in particular, in order to promote young people’s welfare. We take seriously our duty to protect every young person from abuse and maltreatment and to prevent impairment of health or development.

All concerns of a Child Protection nature will be referred by the Registered Manager/Designated Child Protection Officer to the Local Authority. In any circumstances where Safeguarding procedures are undertaken, the young person’s social services and parents will be kept closely involved and informed as required by Working Together to Safeguard Young People

All staff receive regular training together with support and guidance in safeguarding and promoting young people’s welfare. On placement a comprehensive risk assessment is undertaken which covers all areas of safeguarding. This risk assessment is reviewed at regular intervals or immediately if the need arises.

All children and young people have a right to feel confident that this is a safe and healthy environment.

We want to ensure that all children, young people and staff remain safe from bullying behaviour and have the opportunity to thrive and prosper, emotionally and socially within and outside the Home.

When bullying is encountered we will ensure that the procedures are in place to allow:

* Reporting of the incident;
* Having incidents of bullying properly recorded;
* Having concerns or incidents of bullying properly monitored;
* Ensuring appropriate action is taken in response to incidents of bullying and that is followed up.

This will ensure that people feel listened to and understand that their concerns have been and will be taken seriously.

Within the home a culture of respect and dignity is agreed and promoted amongst the staff, children, and any visitors into the home and a set of shared standards of what behaviour and language is acceptable across the home will be advocated.

Staff and children will receive guidance and training that encourages an understanding and appreciation of what bullying is and how it impacts on self and others.

Our Child Protection Policy and Countering Bullying Policy is available on request and underlines our commitment to inter agency working. This can also be viewed by accessing our online Policies and Procedures Manual at;

[www.proceduresonline.com/crystalcare](http://www.proceduresonline.com/crystalcare)

# Engagement

The home actively involves young people in the day to day running of the home and its development as a service.

The home adopts several forums for young people to voice their concerns or raise issues generally about the care that is provided for them. As we provide a public function, we recognise our duty to consult with and involve young people in the planning and delivery of our services.

To meet this duty the home actively involves young people in the day to day running of the home, and the development of Crystal Care Solutions in a more general context. Young people are involved in the recruitment process and attend ‘young people’s meetings’. We operate our service in a transparent way and invite those who use our service to comment and contribute through these meetings and through less formal discussion with the manager and proprietor. Feedback received from young people and their families is used when designing or developing policy and service.

At an individual level the provision of a consistent staff team and key worker supports the young person to form relationships in which they can make honest comments and express their views freely. Staff will always treat these views with importance, and support the young person to raise any concerns, or raise concerns on their behalf. The young person is proactively involved in direct consultation regarding their feelings towards the placement.

Young people are provided with opportunities to be involved in the drafting and reviewing of Personal Plans and LAC Review Reports, they are encouraged to attend Planning and Looked After Children Reviews and be involved in or consulted about key decisions made in the home.

The Proprietor or designated independent inspector, who undertakes our monthly monitoring visits, meets the young people every month where possible to obtain their views, thoughts, opinions or concerns.

Crystal Care Solutions have contracted a bi-lingual (English/Welsh) independent advocacy service to be available for young people should they wish to discuss issues with someone external to the home and the company. The advocacy service provide young people with an initial visit and introduction. The service ensures that issues raised by Young People are referred on to relevant Placing Authorities and services and will monitor the outcome obtained by the young person.

Young people are provided with information about the service and contact details so that they may engage them independently. The young person will direct the advocacy service as to how and if they would like issues addressed.

Tregaron House adopts a Child-Centred Approach and young people are heavily involved in not only their own personal plans but in the development of the Home. Young People have input on the decor, the furnishings, the rules and the running of the home in order to improve their service provided.

# Education Promotion

Education is essential for intellectual, social, emotional and physical development and can be a stable factor in a young person’s life. Education nurtures self-esteem; confidence and resilience and enables integration, future choices and independence.

The staff and management team believe that young people should be provided with a level of educational opportunity that allows them to develop to the best of their abilities and enable them to attain the highest level of academic achievement they can.

The home will provide suitable facilities for home study, materials to support young people’s education and offer support up to the level of their own academic ability.

We will provide links with schools and other education providers and encourage the involvement of vocational and work experience.

We will work collaboratively with the Placing Authority and Local Educational Authority in developing and maintaining the Personal Education Plans, this includes young people with a statement of educational needs (SEN) with a view to one of the following options being available for the provision of education:

* Local Mainstream Provision
* Local or Regional Special Educational Provision
* Individual Tutoring
* Specialist small group education provision
* Modern Apprenticeship / work based learning

For young people who have completed their statutory education, individual full or part time tuition, access to further educational establishments and vocational training can be provided.

At Tregaron House we:

* Believe that all young people are of equal value and should be given equality of opportunity and access to resources, regardless of their sex, race, religion, ability or background.
* Endeavour to ensure that our residents gain maximum life chance benefits from educational opportunities by helping them to achieve more at school.
* Ensure that this home provides an environment and culture that value education and learning and that adult support and model this.
* Endeavour to develop the emotional, physical, spiritual, social and intellectual growth of its pupils and to encourage and assist them in overcoming their difficulties for their individual benefit and for the benefit of society.
* Aim to provide a parenting environment that helps promote learning and achievement that spreads throughout the day involving young people.
* Where applicable endeavour to reintegrate all young people into mainstream education wherever possible, or failing that to facilitate their reintegration into society by the provision of appropriate experiences and support.
* Provide the opportunity for all young people to reach their full potential through the National Curriculum in line with all up to date recommendations and the provision of relevant work experiences and post under 18 courses.
* Strive to improve the quality of both, school and home life, staff and resources by a policy of on-going self-appraisal and by providing opportunities for staff to expand and develop their own skills and knowledge.
* Ensure that all key workers are actively involved in supporting the young person’ attendance and educational achievement.
* Ensure attendance at all relevant school meetings, such as parent’s evenings, PEP meeting, exclusion meetings.
* Ensure that we have quality educational resources within the Home.
* Liaise with appropriate professionals within the Education Department where there are particular issues with a pupil’s attendance and educational progress.
* Encourage Key Workers to liaise closely with the Designated Teacher/Class Teacher and actively support the child’s/young person’s progress.
* Ask Key Workers to contribute to and to become fully involved in educational meetings to inform the PEP plan and Care Plan and reviews.
* Ensure the young person’s learning at school is followed up and supported at home.
* We support the young person’s participation and achievement in SATs, GCSEs, Vocational courses and other qualifications.
* Ensure the child/young person is up and ready for school on time, with all necessary resources.
* Ensure (where applicable) the child/young person has a clean, full school uniform.
* Ensure regular attendance where possible and actively contribute to the culture
* Respond appropriately to fixed-term exclusions, by ensuring that adequate and suitable work is provided for young people.

# Behaviour Management

Our goal is to support young people to reduce inappropriate, damaging and destructive behaviour, and to develop healthy and socially acceptable behaviour.

We use a range of proven methods and techniques to achieve this.

* Setting reasonable and achievable expectations with the young person’s involvement and understanding
* Acknowledging and rewarding positive behaviour
* Procedures and individual programmes designed to encourage, promote and celebrate achievement.
* Provide encouragement and support to recognize difficult and unacceptable behavior, and to respond proportionately
* To allow for mistakes and give opportunities for moving forward

**Use of sanctions:**

Any sanctions are agreed upon admission following a period of assessment (typically 28 days) and incorporated into the Placement Plan. Appropriate sanctions may be revised by the management of the home in response to specific behavioural issues as circumstances change or as necessary. In every event the Placing Authority will be kept updated.

They are implemented only when it is proportionate, appropriate and where the use of the sanction is likely to achieve an identified outcome.

The sanction implemented will be the least restrictive possible to achieve the identified outcome.

Sanctions are recorded and signed off by the Registered Manager in accordance with Children’s Homes Regulations 2015.

## Crisis management and the use of Physical Intervention:

All staff undertake certificated behaviour management training prior to commencement of work within the home and complete refresher training at least every 12 months.

Physical intervention is used in extreme circumstances, where it has been identified as the only means and least restrictive option available to ensure the safety and minimise the risk of injury to the young person and/or others, or where there is a risk of significant damage to property.

Incidents of physical intervention are always followed by de-briefing opportunity whereby the young person is encouraged to talk about the incident, the triggers and the staff responses. This is intended to reduce any possible trauma experienced by a young person during a restraint or intervention and allows for a learning process around self -control and personal safety. This helps to assess staff competency of using and recording approved physical intervention, in addition to supervision, care reviews, inspections/monitoring and internal QA Audits.

All incidents of use of restraint or physical intervention are recorded in accordance with The Children’s Home Regulations (Wales) (2002), Care Standards Act (2000) and The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations (2017) as applicable.

Social workers are informed and young people, staff and others have the opportunity to talk through and learn from their experiences.

The young person is provided with an opportunity to see a medical practitioner and make comments or complaints following the use of physical intervention or restraint.

## Behaviour Support Plans

As part of the assessment and planning process for all children, Behaviour Support Plans based on The PPR (Preventing, Protecting and Restoring) training are devised for each young person residing at the Home.

The Behaviour Support Plan will be different for each child, depending on the child’s background and needs. However, it is expected that any behaviours which give rise to concern about the following will result in a Behaviour Management Plan; for example:

* Absenting behaviour;
* Anxiety or withdrawal;
* Bullying or other similar behaviours;
* Challenging behaviour;
* Drug or substance misuse;
* Lack of awareness of person safety;
* Offending or offensive behaviour;
* Sexual Exploitation;
* Violence or aggressive behaviour.

Missing from Care/Unauthorised Absences Protocols are in place for all residents. These Protocols are reviewed monthly or following a MFC/Absence event, they are in place to Safeguard the young people and support/guide the staff team as and when incidents occur.

# Anti-Discriminatory Practice

The Manager and staff team of the home believe strongly that an anti-discriminatory approach to their practice and equality of opportunity for young people accommodated are fundamental to good practice. Our staff are guided by the principles set out in the Equality Act 2010. To this end the home will work within all policies, procedures and guidelines laid down by Crystal Care Solutions with regard to equality of opportunity and anti-discriminatory practice.

Through training and development we will raise awareness of all forms of discrimination and the duties incumbent on employees to adhere to equality legislation. No one should face discrimination Harassment or victimisation at the home as a result of disability, gender reassignment, pregnancy, race, religion or belief, sex or sexual orientation. Our staff, through their day to day work, seek to eliminate harassment and discrimination, actively encourage the advancement of equality of opportunity, and foster good relations with those who have a protected characteristic. No one should face discrimination at the home as a result of their colour, race, culture, gender, language, and sexual orientation, disability or other characteristics.

# Children’s rights

* **You** have the **right** to be treated with **respect**.
* **You** have the **right** to be responsible for **yourself** and **your** own actions, and to **respect** the **rights** of **others**.
* **You** have the **right** to make mistakes.
* **You** have the **right** to **privacy** and **personal space**.
* **You** have the **right** to education.
* **You** have the **right** to a **safe** and **secure** environment.
* **You** have the **right** to ask for information and advice.
* **You** have the **right** to be **listened** to and be taken seriously.

# Complaints

The following is an extract from the home’s procedural manual.

## Representations

Children and young people should be positively encouraged and supported to have their say and make suggestions about improving the care they receive, the running of the home, or to make representations and comments about their future plans.

Various procedures in this Manual set out how Children and Young People will be engaged in decision making e.g. in the creation or review of their Personal Plans.

As a general rule, staff should engage Children and Young People in the day to day running and routine of the home, and in activities that are being planned.

If decisions are made e.g. about an activity, that Children or Young People express concerns about or disagree with, staff should do all they can to ensure that a reasonable explanation is given, and that Children/Young People have the opportunity to opt out or be engaged in a different activity - if it is possible for them to do so.

This includes decisions about routines activities, such as meal preparation or bedtimes; Children and Young People should have the opportunity discuss to how decisions are made about these and other routines on a regular basis to make suggestions for change.

At all times, staff should avoid matters or concerns being escalated or becoming complaints, but should Children and Young People continue to be dissatisfied, they should be given the opportunity to make an Informal or Formal Complaint - as set out below.

## What is a Complaint?

Complaints or allegations of mistreatment or Significant Harm by staff must be dealt with by way of the [Child Protection Referrals Procedure](http://www.proceduresonline.com/crystalcare/chapters/p_child_protection.html), not as Complaints.

A complaint is an expression of dissatisfaction, however made, about the standard of service, the actions, or lack of action by the home towards an individual or a group

A complaint should normally be made where all other reasonable methods of resolving the dissatisfaction have been tried and failed or where the complainant believes they would fail.

* A complaint may be about:
* The lack of service
* Being refused a service, including an assessment
* The quality of a service
* The attitudes or behaviour of staff
* Decisions made by staff
* Delays in dealing with problems or in providing a service.

The complainant should be advised that complaints can always be directed to the [Regulatory Authority](http://www.proceduresonline.com/resources/keywords_online/nat_key/keywords/regulatory_authority.html)or the [Placing Authority](http://www.proceduresonline.com/resources/keywords_online/nat_key/keywords/placing_authority.html).

## Who May Make a Complaint?

The following persons have a right to use the complaints procedure:

* A Child
* A parent of a child
* A person acting on behalf of a child
* A neighbour living in the locality

## Informing Children about the Complaints Procedure

Children will be informed about the Complaints Procedures in a variety of ways; including the Children's Guide given to them before or upon admission. This must be in a format that the child can understand.

This must include the name, address and telephone number of the Regulatory Authority in the area where the home is based. Other relevant organisation and persons details should also be included.

They will also be given information and contacts details of Advocates they may contact, who may make complaints or advocate of their behalf or assist them in doing so.

The Children's Guide will provide advice to children about how to use the procedures to their best advantage; and on the process of investigating complaints made by them.

The child's parents and the Placing Authority must be given a copy of the complaints procedure.

If they request it or it appears appropriate, they should be given information on additional advocacy or support networks which may help them use the procedures effectively; this should include providing contact details.

# Staffing Arrangements

*We believe that:*

Residential care should provide children and young people with skilled support from a dedicated staff team in a safe, caring and structured environment. We have a responsibility to ensure that children and young people in residential care are protected from abuse and neglect and that care should form part of a range of services, which combine to meet children and young people’s needs and support their families and carers.

We have a number of values, which are important to the home and for the children and young people who are looked after and must be reflected by the staff working in the home and endeavour at all times to act as positive role models who practice with integrity and a committed to delivering the highest standards of care.

The home provides a 2:1 staff to young person ratio. On occasions, referrals may be received and accepted that require more intense support and staffing levels will be adjusted accordingly.

All staff at the home will either possess, or be working towards the QCF Diploma Health and Social

Care Level 3 (or equivalent). Staff will have 24/7 access to a manager for support.

Our staff team consists of a Manager, a Deputy Care Manager, and two full time permanent Residential Care Workers as well as a pool of Sessional residential care workers who can be called upon.

Overnight staffing arrangements at the home allow for risk managed flexibility and the ability to depart from the 2:1 minimum daytime ratio for specified periods of time. Where this occurs and in the event of an emergency, the staffing ratio will revert to 2:1 as soon as possible. These arrangements are risk managed on an individual basis and are under continuous review by the Homes Manager.

The Deputy Manager deputises for the Manager when this person is absent.

Tregaron has a sister home in Holywell (Ewenny View) that provides additional support to team and offers consistency for the young people during periods of absence of the staff team at Tregaron. There are identified staff that are qualified and registered with Social Care Wales, (or near completion and in the process of registering) that would assist in providing cover in the eventuality of annual leave and long term sickness. The staff from Tregaron will have an induction to the home and will meet the young person residing at the home.

## 

## Tregaron Staff Structure

*Deputy Care Manager*

*Registered Manager*

**Sandra Probert**

*Responsible Individual*

**James O’Leary**

*Residential Childcare Workers*

*Residential Service Manager*

**Paul Callear**

## Staff Pen Pictures and Qualifications

**James O’Leary - Responsible Individual and Director**

James joined the company in 2008 after working for our sister organisation since 2005.  James holds an NVQ4 CCYP, NVQ4 LMA, and NVQ4 Business and has a NEWI4 Youth Work qualification. James has many years’ experience of a range of roles, settings and service user groups in the care sector.

James is one of the organisations Designated Child Protection Managers and has completed training in Safeguarding to Level 4.  James is also a member of the Institution of Occupational Safety and Health (IOSH) after achieving the qualification in 2014.

**Paul Callear - Residential Service Manager**

As the Residential Service Manager for our organisation Paul oversees the Children’s Homes registered as an EBD provision. He is the line manager to the Homes managers within this service and is accountable to the Responsible Individual, James O’Leary. Paul possesses the Level 5 Diploma in Leadership and Care Management and has also attained the NVQ 3 and NVQ 4 in Care for Children and Young People.

Paul has progressed through the organisation having achieved an excellent inspection track record. Paul is one of the organisations Designated Child Protection Managers and has completed training in Safeguarding to Level 4, he has also attained the Institution of Occupational Safety and Health (IOSH) qualification which was completed

**Sandra Probert – Home Manager**

Sandra joined the team in early August 2015. Sandra worked for the past 3 years in a residential care setting incorporating education on site and has extensive knowledge of working with children and young people who display challenging behaviour. Sandra has completed her Level 5 Leadership and Management together with her QCF Level 3 in Health and Social Care.

Sandra has worked within a mainstream high school for 8 years and was the Behaviour Teaching Assistant for 3 years working in small groups and on a 1 to 1 basis with a wide variety of young people with individual needs where she gained her QCF Level 3 Teaching Assistant and a Level 3 CACHE qualification. Sandra has a Foundation Degree for Teaching, Learning and Mentoring and is registered with Social Care Wales as a Manager.

# Staff training and development

The organisation is committed to staff training and development. All staff on commencement of their employment will complete the All Wales Induction Framework and be registered with Social Care Wales within the required timescales and sooner wherever possible.

Staff who do not already have the applicable level 3 qualification will be enrolled at the earliest opportunity and will be supported to complete their qualification within the regulatory timescales.

The manager and the wider organisation are committed to supporting staff to complete training. This includes workshops delivered by the manager and advice and guidance. Progress is reviewed during supervisions and annual appraisals with targets set to achieve success.

Staff with supervisory and shift leading responsibilities are all qualified as level three and are encouraged and supported to enrol on and obtain their level 5 qualification.

A skills matrix is completed and updated monthly by the homes manager to ensure that all individual needs can be met with the team in-situ within the home. Courses that staff complete through a mix of both on-line and also face-to-face are listed below:

1. Health & Safety in Health & Social Care
2. First Aid
3. Fire Safety
4. Basic Food Hygiene
5. Food Hygiene Essentials in Health & Social Care
6. Child Neglect
7. Child Sexual Exploitation
8. Child Protection(now renamed as ‘Safeguarding Children’)
9. Mental Wellbeing in Children and Young People
10. Female Genital Mutilation Awareness
11. Duty of Care, Privacy and Dignity
12. Manual Handling
13. Preventing Bullying
14. Equality & Diversity
15. School Exclusions
16. The Prevent Duty
17. Communication Skills & Information Handling
18. Data Protection & Information Governance in Health & Social Care
19. Introduction to GDPR
20. Your Personal Development
21. Personal Safety
22. Introduction to Risk Assessments
23. Introduction to Effective Team Work
24. Infection Prevention Control
25. ADHD Awareness
26. Autism Awareness
27. Dyslexia Awareness
28. Display Screen Equipment Training
29. How to be an Effective Fire Warden or Fire Marshal
30. An Introduction to Data Protection
31. Fire Safety (Practical) completed every 2 years
32. First Aid (3 day practical) completed every 3 years
33. PPR refreshed annually
34. Administration of Medication
35. Appropriate Adult Training
36. Level 2 NCFE Medication

Other Courses are as follows:

1. Safeguarding Adults
2. Mental Capacity
3. Mental Health, Dementia & LD
4. Safer Recruitment- Mandatory for Deputy Care Manager and Home Manager
5. Understanding Your Role
6. Introduction to Leadership – Mandatory for Deputy Care Manager and Home Manager
7. Fluids & Nutrition

This is further monitored through staff supervision and completion of individual Personal Development Plans which supports team members to develop their practice in all areas and allows them to take a lead in a particular area of practice.

# Recruitment and Supervision

We believe that supervision is integral to effective practice and service delivery.

All staff employed in the home, including temporary staff, will receive one to one supervision in line with regulatory requirements and in response to the staff and management’s needs. Supervision takes place fortnightly for the first six months in the case of newly appointed staff, which is integral to the induction process. One to one supervision will take place on a regular basis following successful completion of probation periods.

Details of supervision sessions will be kept in writing, and copies provided to the supervisee. Care Managers have accesses to Supervision records at all times which are secured in a cabinet within the home.

We recruit and support staff that are carefully selected and have opportunities to develop their skills and professional practice through training and supervision. Staff are recruited in line with our Safer Recruitment Policy and all relevant checks and references are undertaken prior to commencing employment.

All staff will receive training and development opportunities that equip them with the skills required to meet the physical, emotional and developmental needs of the young people accommodated in the home. The training of staff will be in conjunction with the statutory requirements as defined in response to the needs of our young people.

Newly appointed staff will receive Physical intervention/Crisis Management training along with introductory training around the organisations Whistle-blowing, Complaints and Child Protection procedures.

The initial induction programme is designed to familiarise new staff with key policies, procedures and practices prior to the commencement of work. Thereafter all new employees are enrolled on the All Wales Induction Framework, induction programme and all mandatory training courses in accordance with regulatory requirements. Employees must have completed all the above within six months from the date of employment. Staff are supported to complete the All Wales Induction Framework within the first 6 months, usually sooner, to enable them to be registered with Social Care Wales within 6 months as required. Probationary reviews take place at three and six months. Probationary periods may be extended for an additional three months should this be required

Those staff who have previously achieved an NVQ Level 3/ QCF Diploma Level 3 will go on to undertake further training specific to their interests and the needs of the business including QCF Diploma Level 5.

Each staff member has a Personal Development Plan which is monitored and managed by the homes manager.

# Quality Monitoring

Crystal Care Solutions Ltd ensures that there are effective arrangements in place for monitoring, reviewing and improving the quality of care and support being provided.

These arrangements will include seeking the views of individuals, any representatives (if applicable) the placing authority, service commissioners and the staff at the home. This is to obtain their views on the quality of care and support being provided and how it can be improved.

We will take into account the view of those persons consulted and have regard to the quality of care report prepared by the Responsible Individual.

The Responsible Individual will provide management oversight to the home and the manager. The homes manager will complete a monthly audit to ensure the quality of care and support is being delivered effectively and to make certain that improvements are made wherever possible to promote positive outcomes for the young people.

Although not regulatory we also have an internal QA Manager who visits the home on a monthly basis to ensure the home is run to a high standard. Additionally, Service Manager and/or Responsible Individual audits will be conducted on a regular basis.

CIW govern our service and who ensure that our home operates correctly. The Postal address is;

* CIW North Wales Region, Welsh Government office, Sarn Mynach, Llandudno Junction, LL31 9RZ**.** CIW can be contacted on: 0300 7900 126.

Other agencies that young people have access to include;

* Children’s Commissioner for Wales – Sally Holland – 0808 801 1000/text 80 800
* Child Line: 0800 1111
* NWAAA Advocacy Services 01248 670852
* Police (Non Emergency): 101
* Who Cares? Helpline: 0500 564570
* Cruse Bereavement Care (Young people’s support line): 0808 808 1677
* NHS Direct: 0845 4647 or 111
* Younger Mind:www.youngminds.org.uk/contact
* Samaritans: 08457909090
* Youth matters: 0800 107 7057