**Statement of purpose  
Better days care**Updated 27/02/2024

**Introduction:** Better Days Care is a compassionate and dedicated 6 bedroom children's care home located in the heart of Wales. Our mission is to provide a safe, nurturing, and supportive environment for children who require temporary or long-term care, ensuring that they have the opportunity to experience better days and brighter futures. As a registered and regulated care provider, our commitment to the welfare and development of children is unwavering. This Statement of Purpose outlines our core values, goals, and principles, ensuring that Better Days Care remains a beacon of hope for the children under our care.  
We carry out an impact risk assessment to ensure that young people being proposed for a placement will be compatible with those already living here. We will provide outreach support and assistance in learning living skills such as cleaning, cooking, and making and attending appointments.

**Our vision**: At Better Days Care, we envision a world where every child grows up in an environment filled with love, encouragement, and opportunities for personal growth. We strive to be the cornerstone of support for children who may have faced adversity, trauma, or challenging circumstances, helping them realize their potential and embrace the promise of better days ahead.

**Regulatory Compliance:** Better Days Care complies with all relevant regulations and standards set by the Care and Social Services Inspectorate Wales (CSSIW) to ensure the safety and welfare of the children in our care.

**We will:**Assess and meet the physical, intellectual, developmental, social and emotional needs of each young person.

Work in partnership with, the children, their parents / carers, social workers, and other relevant professionals to meet agreed aims.

Build trust and positive relationships with the young people to ensure they feel valued and cared for whilst providing clear and realistic boundaries.

Provide, in collaboration with the young person, parents and other professionals, a detailed care plan to meet assessed needs. The care plan must include specific roles and responsibilities for those contributing to the plan. It must also state agreed objectives and timescales for work to be completed and services provided.The care plan should also set out clear guidelines for reviewing the plan and detail how changes to the care plan will be incorporated.

Provide a safe and nurturing environment for young people that promotes individual well-being and protects from harm.

Provide high standards of care appropriate to the individual needs of the child as identified in their care plan.

Help support the children to explore some family dynamics and help them understand their feelings and difficulties.

Empower the children to take control and feel more confident in taking responsibility for their own lives and behaviour.

Ensure each child and their family is able to make the best use of the home’s facilities, and those facilities provided within the wider community.

**Our values**:  
Better days care believes that all children have the right to experience a family life, preferably within their own family or with carers within their own community.

Better days care believes that all young people have a right to be protected from abuse, neglect and exploitation. We recognise that many young people we work with are particularly vulnerable.

Better days care believes very strongly in working in partnership with parents and carers. We consider parents have an essential role to play in any plans made for a looked after young person and we will endeavour to include parents in all aspects of decision-making regarding their child.

Better days care believes looked after young people should have their own views valued and respected particularly as regards key decisions in their future plans. o Staff at the Home will strive to ensure the young person’s views are heard and, where necessary, will act as advocates for a young person, or offer advice on independent advocates outside of the home.

Better days care believes very strongly in taking a holistic approach to the care of young people and to this end aims to work in close partnership with other professionals and organisations including health, education and the voluntary or private sector, recognising the value of alternative perspectives. The Home will aim to work closely with other relevant professionals and aim to include them where possible in looked after reviews and planning meetings.

Better days care believes all children should have their own views valued and respected particularly as regards key decisions in their future plans our Staff at the Home will strive to ensure the young person’s views are heard and, where necessary, will act as advocates for a child, or offer advice on independent advocates outside of the home.

Better days care believes in full, open, and honest consultation with young people. Providing regular opportunities for residents to voice their feelings on living at the Home and issues in general about being accommodated in care.

The services provided within the home centre on the work undertaken by staff at the home and include facilitating family contact, liaising with other agencies and support where appropriate in all aspects of the child’s life whilst residing at the Home.

**Admission to better days care:**

On receipt of any request for accommodation for either emergency or planned admissions, The Placement team will liaise with the Home Manager on duty, who would clarify the suitability of the proposed admission and complete a new referral risk assessment. Any emergency Admissions will undertake a further assessment between the relevant managers and the social worker to determine whether the placement is appropriate to become longer term. (See emergency placement procedure). For planned admissions only, if there is agreement between the home manager, the Social Worker, the child, and their family to proceed. The Home will follow its admission process. This allows time for the Home to receive relevant accurate and up to date information on the child, including what alternatives to accommodation have been explored and to risk assess further if necessary. It also enables the Home to:

-To arrange visits to the Home by the child and their family / carers  
-To allocate a keyworker  
-For a pre-admission placement agreement meeting to take place

This meeting should be attended by the child and their carers (where appropriate), the social worker, the keyworker and if possible other relevant professionals. The meeting will be chaired by the Registered Manager or Deputy Manager and will address the following:  
  
-The meeting will draw up a Placement Plan for the child, which will define roles, responsibilities, the expected outcome, and time scale of the placement. This will include a detailed Home day-to-day care plan.

- The first Review date will be set

- A time scale of visits to child by their allocated social worker will be drawn up and agreed.

- Arrangements for family contact will be agreed.

- Any outstanding issues and details as regard to the health, education of the young person will be addressed including appointments, medication, and therapeutic input.

- Arrangements for supporting regular activities/clubs will be agreed.

- Expectations of the young person’s behaviour whilst in placement will be outlined, including school attendance, boundaries within the Home, and staff responses to unacceptable behaviour and the registered provider’s response to dangerous or disruptive behaviour that causes risk to themselves or others.

- Any individual and cultural needs will be addressed including diet, religious observance and any other relevant supports for the young person.

**Emergency Placement**

In the event of a referral for an Emergency Placement, the person receiving / administering the referral should do all that is reasonable to get as much information on the child from the referring agency. However, any decision to admit a child in these circumstances must be based on an assessment of the available information that the child's needs are likely to be met by the home (if out of hours the on-call manager should be consulted prior to accepting the referral). For emergency admissions, staff should follow the same process as for planned admissions. However, given the time constraints, the risk assessments will be carried out from information provided over the phone or e-mail. 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 their parents, siblings, relatives and friends – no contact may be allowed without the approval of the social worker, in writing (or set out in the child’s Placement Plan  
  
- A copy of the Child’s Health Care Plan or, if this isn’t 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

**Reviews/ Placement Plans**

The Home considers Reviews of the children as an essential requirement of providing an effective service for children and families, needs, development and progress in all areas of their life must be formally reviewed and recorded regularly . All reviews must take place outside normal school hours. The young person’s keyworker and the Manager or R.I should attend the review. The Home Manager ensures the allocated keyworker prepares a fair and accurate report of the child’s progress in designated areas for the Review. All comments by the child must be added to the report. The Registered Manager/ R.I should also check and sign the review report. The report should include any difficulties for the child in placement and should specifically highlight the child’s achievements and any areas of progress.

The Home’s review procedures also include guidance for staff in assisting the young person to contribute their views fully to the process and the use of an advocate for the child where appropriate. This also includes guidance for staff on ensuring the child is given the opportunity to contribute fully to the review process, both in the writing of reports and in the review meeting itself. Staff must ensure the child is given the opportunity to discuss the outcome of the review and any issues arising.

The Manager also ensures that staff implement the agreed outcome of reviews as necessary in the day-to-day care of the child. This includes recording the Outcomes of the statutory review and the amendment of the day-to-day care of the child as necessary. Individuals responsible in the home for pursuing actions arising from review decisions must also be clearly identified.

The Registered Manager has a duty to request an emergency statutory review for a child where no review has been planned. Also, where there has been a major change in the plan for a review must be called so that all parties can agree a change to the care plan. Any difficulties in arranging the child’s review within regulation time scales must be documented by the Registered Manager and reported to their R.I

**The structure**

Better day care operates on a 24-hour rota with a minimum of 4 staff on duty after 8am. There are 2 members of staff present in the home during night shift, this can fluctuate depending on the level of care/needs required as well as occupancy levels. We do also accommodate 1:1 care .  
 Our shift patterns are as follows:  
8am – 3pm (early shift)  
3pm – 8pm (afternoon shift)  
8pm - 8am (Night shift)

Staff on duty receive a verbal and written handover from staff on the previous shift. The Manager and R.I are on call 24hours

**Complaints and representations**The Home view the complaints procedure positively. Staff see it as a means of improving practice and a useful method of feedback about the service provided. It can also be empowering for children to demonstrate that they can influence their lives. If used constructively, the complaints process provides staff, children and others connected with the service with a valuable means of highlighting and resolving potential areas of conflict.

**Child protection / safeguarding**

There are child protection procedures and training available for staff to ensure children are kept safe and an appropriate response can be made to any allegation or suspicion of abuse of children looked after at the Home.

Other safeguards for young people are also identified in the risk assessment procedures, supervision of staff, missing from care procedures, whistle blowing policy, bullying policy and complaints procedures for the children.

The Home Manager regularly liaises with the safeguarding advisors to seek advice about local procedures and practice and how these relate to keeping young people safe whilst being looked after.

Guidance is available for staff subject to allegations about them, which details the information and support available whilst an investigation takes place.

Child Protection training for staff is part of an induction programme and includes safeguards to prevent abuse, dealing with disclosures and suspicions of abuse and the home’s child protection procedures. Staff attend regular refresher training in child protection and a variety of other safeguarding trainings.

**Bullying**

Bullying is not tolerated in the home and staff are expected to work proactively to counter bullying and deal effectively with both the victims and perpetrators of bullying. Any issues or concerns regarding bullying will be addressed in the children’s care plan.

The Home has a bullying policy, which defines different types of bullying, the symptoms, and effects of bullying and how staff should work with both the victim and the perpetrator.

The policy outlines procedures staff undertake following an allegation or suspicion of bullying of a child at the Home including recording of incidents, informing, or involving other agencies, risk assessments and appropriate responses to counteract bullying.

The staff at the home will actively support a young person, parents or carers or other professionals to deal with bullying issues outside the home, in school or in the wider community.

**Consultation with children**

All children are encouraged to meet regularly in private with their social worker to discuss future plans and any issues they may have. Management will chair weekly meetings, All views are sought and recorded on decisions that affect their lives, aspects of the running of the home and the care they receive. These views are then fed back to the weekly staff meeting by staff present at the meeting. Themed meetings are also planned to focus on specific topics relevant to the children at that time. All children in the home are given the opportunity to record their views in several ways including comments on daily recording, feedback re menus, any sanctions imposed and responses to the recording of any critical incidents. All children have easy access to an independent advocate. The children are them supported to contact them if they need advice or support. The designated advocate is also invited to attend occasional residents’ meetings.

**Religious / cultural / linguistic needs**

Every child has the right to follow a religion of their choice. Every effort will be made to ensure the child has the opportunity to attend any service or meetings that helps them with their understanding or practice of that religion. Staff will also ensure the young person has an opportunity for quiet contemplation or to pray within one’s daily routine if so required. If the child’s religion requires a particular diet, clothing, or additional resources every effort will be made to ensure that these needs are met. Advice will be sought where necessary from those with appropriate knowledge, including the child’s family and this will be identified in the care plan. The Home celebrates a range of religious festivals throughout the year with decorations and cultural meals, all children are encouraged to participate and celebrate the diversity of the community.  
All children who use a language other than English will be supported. Documents will be translated upon request and an interpreter will be employed to use in any formal meetings if necessary.

**Anti discriminatory practice**

All children at better days care receive an appropriate service without receiving less favourable treatment on the grounds of gender, race, colour, nationality, religion, disability, sexuality or class. We also believe that all children come first, and the service provided should be based on respect for the individual, honesty, and equality regardless of race, culture, age, gender, sexual orientation, disability or religion. The staff team at better days care reflects ethnic and cultural diversity and staff are encouraged to discuss cultural issues at team meetings as part of the weekly team meeting agenda. Staff are provided with guidance in addressing anti discriminatory practice. Staff are also provided training in anti-discriminatory practice in relation to issues of race, ethnicity, religion and gender. The Home believes that all children have the same rights as any other child in the community which includes access to education, health care and leisure services. The keyworker of the child has a responsibility to explain these rights to children and advocate for the children where appropriate.

**Education**

The Home is committed to ensuring that every child receives full time education that is appropriate to his or her needs. Staff, in close liaison with other responsible agencies will actively pursue child’s education needs, which are identified in their care plan.   
The Home will support all children in continuing to attend their local school wherever possible. Being placed in local authority care should not necessarily entail a change of school unless the travel involved is deemed too far to be in the best interests of the child.  
  
 Many young people at the Home will have experienced difficulties at school and may be at risk of exclusion or are currently excluded from mainstream education. Exclusion from education is likely to have a significant detrimental effect on the life chances of the children.  
   
The Home will actively engage with schools to maintain a young person’s full time school placement.   
  
Where a child is excluded or has no school place, staff will work closely with education professionals to ensure full time schooling is provided as soon as possible and within the minimum statutory timescale of 20 days.  
  
 Where children are excluded or have no full-time school place, staff will in collaboration with the parents / carers, social worker and other professionals supervise education work set by schools. When a child is excluded for more than 5 days an individual education programme will be devised by staff.  
  
 All children on reduced timetables at school will be expected to continue to participate in schoolwork within the Home before they leave for school if they are on a restricted timetable e.g. afternoons only. If they only attend school in the morning, then they will be encouraged to do schoolwork on their return to the Home until 3pm unless otherwise agreed in individual Care Plans.   
  
Family contact does not normally form part of the school day unless agreed in the childs care plan. When any child is only receiving part time education staff will work closely with the school to increase schooling to full time hours if possible or seek extra home tuition during unfilled school hours.  
 During the normal school day 9am – 3pm access to leisure facilities in the Home will be restricted unless they form part of an individual education programme. Access to travel passes and travel allowances will also be restricted during these times for non-school attendees.  
 School attendance will be checked daily with local schools and recorded by staff. All children receive weekly rewards from the Home for regular school attendance. All children can also receive other individual rewards for sustained improvements in school attendance and performance commensurate with their care plan.   
  
Staff will encourage all children to complete homework on their return from school, liaising closely with schools around homework diaries and working to individual education programmes.   
  
All children are provided with a desk and suitable chair in their rooms for private study. The children can request extra books and have access to computers at home and are provided with laptops.   
  
 No reviews, planning meetings or social worker visits are held during school times unless agreed in the child’s care plan.   
  
The care plan will make provision for how a child should be accompanied to school and how school activities and parents’ evenings will be provided for by the home’s staff. The Home, in collaboration with the child’s social worker, will also provide school uniform and education equipment and supplies for each child, as well as funding for school meals, school trips and excursions.  
 Staff will attend parents’ evenings and other school meetings where agreed in the care plan and support all children to attend after school clubs and appropriate extracurricular activities

**Hobbies and cultural activities**

Staff at the Home will prepare activities together with the children to celebrate birthdays, cultural and religious festivals as identified in individual care plans.

All children will be supported to attend local community clubs or groups that the child have shown a interest in.

All group outings away from the Home will be appropriately risk assessed and adequately supervised by staff before being cleared by the management.

Staff will encourage all children to contribute to the planning of leisure programmes and recreational activities during school holidays. Activities are regularly discussed at weekly residents’ meetings.

All children will have access to the internet .The Wi-Fi has web filtering that blocks inappropriate sites and notifies the manager if any child attempt to access these sites. It is of course possible that children will access unsuitable material via friends’ mobile phones etc so staff will be vigilant to this.

**Health**

On admission to the Home all children will be registered with a GP. If possible, they will remain with their local GP but if this is not feasible, the child will be registered with our local GP  
  
The individual health needs of the child will be incorporated into the Care Plan and Placement Plan. The home will work with health professionals to provide a medical assessment including any emotional support needs the children may have.

The young person keyworker will monitor and record attendance at any health appointments and ensure these are followed up.

**Drugs / Alcohol**

Smoking is not permitted inside the Home. All children are actively discouraged from smoking. It has been agreed that children that do smoke can smoke cigarettes in the back garden to avoid congregating in the road and disturbing neighbours.

All children are made aware of the rules regarding drugs, alcohol and smoking at their admission or pre-admission meeting.

Better days care holds a drugs and alcohol policy which all staff are made aware of as part of their staff induction.  
  
 The policy includes; Guidance and directions on how to respond to young people using drugs and alcohol or abusing other substances, including how to manage young people returning to the Home under the influence of drugs or alcohol.

This may include agreements on staff response made in consultation with parents or carers, or other professionals.

Directions for staff on when to inform the Home Manager, Social Worker, Police, and other agencies. Including actions specified in individual care plans. Possible effects of drugs and alcohol use and how to recognise symptoms.

Details of how to contact or refer to other agencies, which may assist a child or carers to deal with drugs or alcohol use or substance abuse.

**Medication**

Staff are trained in managing and recording of all the children’s medication which is stored appropriately. If a child is deemed to be able to self-medicate, they will be allowed to do so however their supply will be monitored.

**Family Contact**Whenever possible family contact will be actively encouraged, and when necessary, facilitated by staff at the home. Parents, siblings, and extended family will be welcome at the home if requested by the child.

Similarly, staff at the home will actively support the child’s visit to family or relatives if agreed in their care plan. Where contact is not possible, due to practical reasons such as where a parent / carer lives abroad or is in hospital, staff will actively promote contact by letter, telephone, or any other reasonable means.

The only exception to this is where contact has been denied or restricted on a legal basis to protect the child.

All children are also able to invite friends to the home in line with the home’s visitors' policy. This policy ensures young people are encouraged to take responsibility for their visitors and respect other residents’ needs at the home. All children must first ask staff if visitors can be allowed into the home.

**CCTV**

The home has CCTV Security covering the external grounds of the home, this is to ensure the safety of staff and young people and to assist in the detection of crime. The system is based in the main office and can be monitored on a daily basis if necessary.

**Unauthorized absence**

There are procedures and protocols to follow if a child is missing from the home.

Children who break a court-imposed curfew will be reported to the Police as soon as the restrictions of the curfew are broken, as identified in their court order, bail restrictions or care plan. If a child is missing from the home with no contact the social worker and management, will be informed as a matter of urgency and a strategy meeting may be convened. A record is kept in the home of all unauthorised absences/missing periods and monitored by the Registered Manager monthly.

**Behavioural support**

We at better days care believe control and discipline should be maintained on the basis of good personal relationships between staff and children within a consistent and safe environment. Staff are provided with guidance in this area in the home’s policy. Individual children will be risk assessed regarding their behaviour and forms of control and strategies highlighted in individual risk assessments, behaviour management plans and care plans.

It is recognised that children may demonstrate behaviours that are inappropriate, unwanted, and sometimes unsafe. On occasions staff will have to work with the children exhibiting unwanted behaviour. In this instance staff will endeavour to assist and support the child to refrain from such behaviour and seek an alternative, more positive forum for their feelings of anger and/ or frustration. Where possible staff will attempt to diffuse a situation and use de-escalation techniques to calm the child and prevent a serious incident. These could include offering to take them out on a 1-1basis to talk through the situation or setting up an alternative activity within the home i.e. cooking, art etc.

Where conflict has arisen between the children, staff will attempt to provide the opportunity for children to resolve their differences in an acceptable way. This may be by addressing the issue later when the atmosphere is calmer and encouraging the children to reflect on the causes of their behaviour, how they may have reacted differently and how they will deal with such conflicts in the future.

Where conflict has arisen between a child and a member of staff, we will similarly attempt to provide an opportunity for the child and staff member to reconcile differences by use of a third party, if necessary.

All permanent staff receive training and regular re-certification of skills in Positive Behaviour Training. All children are risk assessed and guidance is held on the assessment as to what level of intervention staff should impose with physical intervention only being used as a last resort. In most instances the situation can be diffused by staff recognising the warning signs, diversion and occasionally using less restrictive techniques i.e. guiding them away from the situation and focusing on strategies identified in their Behaviour Management Plan.

**Fire precautions**

There are certain standards that must be met, these are identified in the fire risk assessment which is updated annually. Management takes responsibility for the effective operation of the homes fire policy and procedures and the firefighting equipment is inspected annually by the fire professionals. All children are aware of evacuation procedures and the fire policy is explained to them prior to or on admission.

**Health and safety**

Better days care works closely with the Department’s Health and Safety Officer regarding current legislation and risk assessments. The allocated officer undertakes a rigorous health and safety audit every 3 years which is reviewed annually by a manager at the home. The home’s handyman also conducts working environment risk assessments 6 monthly to identify any damage to property, repairs needed or areas of concern within the home.

All portable electrical equipment is tested annually and certified.

The use of any toxic cleaning materials is risk assessed, as is any other potentially harmful substance or equipment.

We are better days care undertake regular checks of water, gas, hygiene, equipment etc.

**Staff supervision / Training and development supervision**

All permanent staff participate in the employers Staff Development and Appraisal scheme with three monthly supervisions as well as annual appraisals. All staff have an individual training profile and are expected to complete mandatory and relevant training courses.