



ARAN HALL SCHOOL

part of the SENAD Group

Statement of Purpose

A Guide to the Residential Care At Aran Hall School for
Parents/Carers and Professionals



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About the Provider

Service Provider: Aran Hall School Ltd

Address of Provider: 1 St Georges House, Vernon Gate, Derby. DE1 1UQ

Legal entity: Private limited Company
Company number 02651088

Responsible Individual: Mark Ryder, Director of Care (SENAD Group)

Manager of Service: Andy Pryer-Smith

Name of Service: ARAN HALL SCHOOL

Address of Service: Rhydymain, Dolgellau, Gwynedd. LL40 2AR

Simplified Management Structure:

Mark Ryder – Responsible Individual– SENAD Group

Ms Llio Eiri Aran Hall School – Principal

Mr Andy Pryer-Smith – Aran Hall School – Head of Care / Registered Manager

House Managers – Aran Hall School

House Leaders – Aran Hall School

Residential Support Workers – Aran Hall School

Welcome to Aran Hall School's Children's Home

Description of the Location of the Service

Aran Hall School is a 52-week independent residential special school and children's home for up to eighteen children and young people aged 11-21. The main buildings consist of a large Victorian stone construction and a separate build encompassing a self-contained independent living unit and office area. The home is situated within the Snowdonia National Park.

Education takes place in a range of separate school buildings situated behind the main house. The home occupies a site of approximately three and a half acres. Within the grounds there are hard and grassed playing surfaces as well as a mountain bike track. Each young person has his or her own bedroom which they are encouraged to personalise to their own taste.

The towns of Dolgellau and Bala, both major tourist centres, are within a short drive of the home. There are many beaches within a twenty-minute drive of the home. Full use is made of these local resources, including libraries and further education colleges, so as to encourage inclusion and also to provide valuable learning experiences.



Andy Pryer-Smith
Registered Manager

About the Service Provided

Range of needs we can support

Aran Hall School provides care and education to children and young people with intellectual and other developmental disorders and challenging behaviour. The home aims to provide a caring and nurturing environment that enables children and young people to achieve their potential and at the same time bring about a reduction in both the frequency and intensity of episodes of challenging behaviour.

We specialise in working with young people who exhibit challenging behaviour.

Age range of people using the service:

The home admits young people aged 11-21 years.

Accommodation maximum capacity:

The home can accommodate up to 18 young people

Gender of people using the service:

The home admits both boys and girls, however the service is currently all male.

How the Service is Provided

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

Aran Hall specialises in working with children and young people who exhibit challenging behaviour. In the case of young people who have a history of sexually harmful behaviour, we ensure through assessment that the level of risk can be managed safely.

All admissions to the Home are planned; we do not accept emergency admissions. A young person can be referred directly to Aran Hall or alternatively through the SENAD Group Head Office. One of the senior managers at the School will be appointed to coordinate the referral and assessment process, they will be the referrers point of contact.

An initial assessment will be conducted by a suitably qualified and experienced member of our staff to ensure we are able to meet the young person's needs in line with the assessment and recording framework. We will arrange with the referring authority to assess the young person by conducting observations in familiar environments, for example in their current placement, school or family home.

The following criteria are used for deciding whether or not a child or young person will be admitted to the home:

- Young people admitted to Aran Hall must have an intellectual or other developmental disability.
- Children admitted to Aran Hall must understand English.
- Children whose behaviour may have a significant impact on the long-term welfare of other children at Aran Hall will not be admitted.
- Children whose mental health needs cannot be managed effectively by NHS services local to Aran Hall will not be admitted.
- Children whose existing health needs cannot be managed effectively by NHS services local to Aran Hall will not be admitted.
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Children whose behaviour presents a significant risk to others will not normally be admitted. However, the home is prepared to consider admissions if the assessment and referral process demonstrates that a placement with us is appropriate and that the behaviour can be both effectively and safely managed.

Standard of Care and Support

The home's child development practices are based upon the belief that a child or young person's challenging behaviours serve a function. The function may serve to enable the child to avoid tasks or may arise from an inability to communicate

their needs. In any event, behaviours are seen as learned behaviours and we endeavour to teach more appropriate ways of serving the same function. The aim of such teaching is to extend the communication skills of pupils so that they may indicate their needs and desires, reduce any feelings of isolation and frustration and promote a sense of personal identity and value. This can only be achieved by establishing a positive relationship of trust between child and carer.

We undertake an approach that looks at all aspects of a young person's care rather than just focusing on their behaviour. The Home has found the most effective way of addressing this is to identify the function of the problem behaviour and introduce appropriate interventions to reduce it.

We use a model based on broad behavioural and developmental goals.

Prevention - The Home operates a system where young people are closely monitored and will always have a member of staff assigned to them, this we call the 'wristband' system. This system ensures that young people are effectively engaged and monitored throughout the day and night. The young person's environment is also managed to either avoid or to manage access to materials, activities or resources that may 'over-stimulate' them, e.g. DVD's, magazines or the internet.

Social Skills – Supporting the young person to build, maintain and develop appropriate social skills, such as turn-taking, empathy, sharing and experiencing positive experiences through carefully planned community-based activities.

Self-Control Strategies – enabling and teaching the young person to recognise appropriate boundaries, compliance training, or following an activity schedule to keep them engaged in appropriate tasks. Additional support is provided to our young people through psychotherapy. At Aran Hall this is provided by Ms Veda Richards who is appropriately qualified and experienced.

Education – Educating both the young person and the staff team that work with them.

Aran Hall has developed the ACHIEVE! program, a points and level system which rewards young people for using appropriate behaviour such as using safe words and actions, staying in the right area, as well as also rewarding the completion of academic tasks and attending class on time. By providing structure, routine and boundaries, young people are enabled to develop pro-academic and pro-social skills thus providing positive outcomes for each individual.

The Home is committed to empowering the young people in our care and utilises Active Support and Person Centred Planning towards this goal. Active Support changes the style of support from 'caring for' to 'working with', it promotes independence and supports people to take an active part in their own lives. Through person-centred planning young people are assisted to plan their life and support, focusing on what's important to them, ensuring that the young person's views are at the heart of any process.

'Community meetings' occur on each of the house units on a Wednesday afternoon and are attended by the whole staff team (Education and Care) and young people for that house. Senior managers attend the meetings on a rotational basis. Young people are actively involved in planning their care and daily life, items for the agenda typically include, menu planning, activity planning, decoration of the houseroom and purchases for the houseroom. They are a useful forum to empower young people and allow them to have an active say in their care as well as teaching key social skills in a structured environment.

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Community meetings provide a forum for young people to openly discuss with their staff team issues regarding how they are cared for at the Home, school and within their independent living units. Records are kept of the meeting and also the consultation sheets/emails that the young people complete prior to the meeting.

The pivotal person in the young person's care is their Key Worker. Each young person is nominated a Key Worker prior to their arrival. The Key Worker will normally be the main contact for parents or carers, as well as professionals. They will act as an advocate for the young person, as well as their families, and will attend all reviews and key meetings about the young person.

Regular consultation sessions take place between each young person and their key worker. Records are kept of these sessions on the young person's file. Consultation also takes place with families and significant others both informally via the telephone, during visits to the home and more formally through statutory visits and LAC reviews.

Staff at the Home are trained in Positive Behaviour Support and a BILD accredited behaviour support model which utilises

supportive de-escalation techniques to empower staff and service users to resolve situations before they intensify (*What's the Message?*). It incorporates biomechanically risk-assessed interventions, tailored by a panel of senior professionals, designed to be least invasive, cause no pain or panic, promote breathing, and maintain dignity and respect.

Consideration is given to the mix of young people that share living accommodation and young people are placed within a peer group of similar or compatible needs. Each of the independent living units holds a community meeting with the young people and staff once a week. These meetings allow the young people to not only contribute to the running of their home, but also to feedback to staff on aspects of their care, both in writing via email and verbally during the meeting itself.

The Home provides education to all pupils in small class groups. Children are supported on at least a 1:1 basis in the classroom, thus ensuring that they remain on-task and experience successful outcomes.

On reaching 16 years of age, if appropriate, children are encouraged to attend one of the local further education colleges. This gives young people the chance to experience an educational setting outside of Aran Hall, the opportunity to build new friendships and prepare them for adulthood. We are also able to access additional educational tutors where required. We provide suitable work experience opportunities for our young people through long established links with businesses in the local community (e.g. cafes, garden centres, shops).

The Home has an arrangement with the Tros Gynnal advocacy service who visit once a month to consult with the young people and asks them for feedback on the quality of the care that they are receiving.

The Home recognises that health protection and promotion are fundamental parts of high quality care. The Home regularly reviews and promotes the health care needs of each child or young person. We retain the services of an experienced child and adolescent psychiatrist who visits the Home once a month to review the young people. All children are registered, with the agreement of the child's family and placing authority, with the local health centre, the dentist and optician.

All children receive a medical on admission to the home and annually thereafter. The arrangements for the promotion of good health are implemented in both care and education settings.

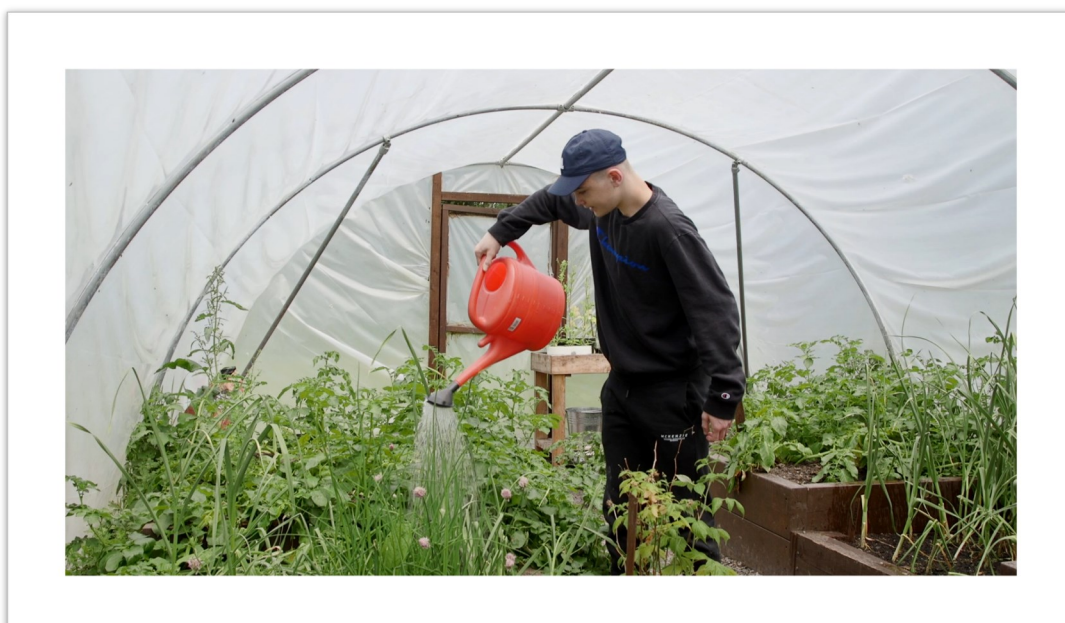
Language & Communication needs for people using the service

We require that children and young people admitted to Aran Hall understand English. The Home is able to make an 'Active Offer' in Welsh. Although the day to day administration paperwork is in English we have managers, care and education staff that are first language Welsh. Therefore if required we would be able to, and have experience of providing, keyworking sessions, statutory meetings and a young person's education through the medium of Welsh.

For young people with identified communication difficulties we have an appropriately qualified and experienced speech and language therapist to provide specialist input and advice. The cultural, racial and linguistic identities of children, their parents and carers is respected at all times. Managers and staff ensure they provide the correct food/diets, hair and skin products and clothing according to an individual's beliefs, religion or wishes.

The Home accepts that language is an important part of our cultural identity and every attempt is made to enable our young people to be positive about their cultural background. Staff encourage young people to decorate their bedrooms as a reflection of their ethnic origins, culture, beliefs and wishes. Our young people are encouraged to acknowledge and celebrate the differing festivals and holidays.

Aran Hall offers staff training in anti-discriminatory practice as part of our mandatory training and embraces difference and diversity across all settings. We support our staff and the young people we care for to embrace the multicultural society in which we live.



Staffing Arrangements

Numbers of staff qualified and their competencies

Manager of Service / Head of Care	Andy Pryer-Smith, BSc, MSc, PGCE NVQ 4 Leadership and Management NVQ 5 Leadership and Management ILM Level 5 Diploma in Management
House Manager Robin	<i>Currently not in use</i>
House Manager Eagle	Ms Sian Jones – QCF 4 Leadership and Management
House Manager Raven	Ms Sarah Hughes
House Manager Dove	Mr Richard Davis
House Manager Buzzard	Ms Rhian Pryer-Smith—QCF 5 Leadership and Management
House Leaders Robin	<i>Currently not in use</i>
House Leaders Eagle	Ms Laura Jones, Mr Neil Taylor, Ms Sam Hughes
House Leaders Buzzard	Ms Beth Padan
House Leaders Raven	Mr Simon Fothergill, Mr Sean Kenny/Ms Lynne Kenny, Ms Ella Messer
House Leaders Dove	Ms Stephanie Genders
Team Leader Nights	Mr Glen Harris, Ms Ruth Morris
Deputy Nights	Mr Alwyn Jones, Ms Tracey Lucas

To provide direct care to the current five houses, in addition to the senior and junior management positions detailed above the Home employs up to 33 Residential Support Workers and 10 Night Support workers all of whom have achieved or are working towards the Level 3 QCF Qualification for Children and Young People.

The Home does not utilise agency staffing but has its own bank/relief of suitably experienced and qualified staff to cover sickness and holidays.

Aran Hall is registered as a residential special school and provides education on site, our permanent teaching staff are:

Principal Ms Llio Eiri, MSc, PGCE

Class Teachers Mr Iwan Lloyd, PGCE
Ms Eve Patten, PGCE (Head of Learning)
Ms Sam Roberts BA, Qualified Teacher Status
Mr Ewen Silcock PGCE

Teaching Assistants Ms Eleri Hughes, Ms Jane Kochy, Ms Elaine Roberts

Staffing Levels

During day time care hours (8am to 10pm) the planned staffing level is at a minimum ratio of 1:1. This ensures that sufficient staff are on duty to meet the day to day care needs and activities for the young people. It also provides flexibility in emergencies or for short notice staff absence.

At night (10pm – 8am) the Home staffs each of the houses with a waking staff member with two additional staff members on duty able to provide additional support where required or in case of emergency.

Planned staffing levels are kept under review daily by the Registered Manager to ensure that they at all times meet the current needs of the young people

Specialist Staff

To provide our service we maintain the support of the following specialists:

Therapist/Head of wellbeing Ms Veda Richards

Consultant Child & Adolescent Psychiatrist Dr Peter Roots

Speech and Language Therapist Ms Bethan Mair Williams

Occupational Therapist Ms Bernadette Fahy

Deployment of Staff

The Manager ensures that the overall competence of staff, both as a staff group and on individual shifts, is satisfactory in relation to: the fulfilment of the home's Statement of Purpose; the Care Plans, Personal Plans and needs of individual children in the home; the number and mix of children in the home; and any particular difficulties being experienced in the home. The Registered Manager is supported in his duties and the smooth running of the Home by four House Managers.

Staffing is planned in accordance with the needs of the young people resident in each of the individual houses and is kept under review on a daily basis. Of the staff on duty at least one will normally be a House Manager who will be in overall charge of the staff team. If a House Manager is not available a suitably experienced House Leader may deputise in their absence supported by the senior on call.

Each individual house will have a House Leader who takes responsibility for the running of the house unit when on duty, this includes staff management and activity planning for the young people.

Under the direction of the House Leader, each House has an allocated number of Residential Support Workers (the actual number is dependent upon the needs and number of the young people living in the house and is set by the manager) and normally this is planned as 1:1. House Leaders and Residential Support Workers are assigned to work in particular houses on a regular basis. This ensures that the young people are supported by staff that know them well and ensures consistency so as to aid the development of positive stable relationships.

The Home has two teams of waking night staff; each team is staffed by seven full time members. Night teams comprise of a Team Leader, a Deputy and five members of waking night staff.

The Home is a residential special school and provides education on site with a team of teaching staff. The residential support workers will also support the young people in school during term time.

Arrangements for delegated tasks

The Principal of Aran Hall, Llio Eiri has overall responsibility for the service and is the Registered Manager's immediate line manager. The care team is led by the Registered Manager, Andy Pryer-Smith who has responsibility for the residential setting. To ensure the smooth running of the Home some tasks are delegated, however the Registered Manager maintains the overall responsibility.

The Registered Manager works full time and is supported by four experienced full time House Managers. There is always a manager available or on site during the day and a House Manager on call overnight.

The House Manager on duty has responsibility for the general running of the Home in the absence of the Registered Manager. Members of the senior management team do, however, provide on-call support and leadership out of hours via an on-call arrangement. The Registered Manager also provides additional support out of regular hours on site by working an evening or weekend shift each week.

The handling of medication onsite including ordering and record keeping is delegated to one of the House Managers although the Registered Manager maintains the overall responsibility.

The Registered Manager is the designated person for safeguarding; in his absence this responsibility is undertaken by the Principal.

The service manager is the designated person for safeguarding; in his absence this responsibility is undertaken by the deputy principal.

Supervision arrangements

All care staff employed at Aran Hall receive monthly supervision. Supervision will normally be undertaken by a staff member's immediate line manager. Newly appointed staff within their probationary period have fortnightly supervision. All staff have written annual appraisals completed by their line manager.



Staff training

Aran Hall recognises the crucial role of relevant, high-quality training in ensuring that staff are sufficiently well-equipped to undertake their duties competently and confidently. The Home employs a Training Officer who supports the manager to ensure appropriate planning of staff training.

To ensure that our staff have the necessary qualification they are supported to achieve the relevant QCF (Children and Young People) within three years of taking up their post. Newly appointed staff follow the Social Care Wales induction plan and shadow an experienced staff member for their first two weeks. Staff are enrolled on the relevant qualification upon successful completion of their initial induction. The Home has close links with training providers in the local area and employs a Training Officer to support staff in achieving their Level 3 QCF Diploma in Health and Social Care (Children and Young People) Wales.

Mandatory training completed by all our care staff includes:

- Safeguarding
- Fire
- Health and Safety
- Food Hygiene
- Positive Behaviour Support and Restrictive Physical Interventions
- Equality and Diversity
- Autism and associated challenging behaviour
- Sexually harmful behaviour
- Prevent Duty

Our care rota is arranged so that each residential support worker has a full working day set aside for training once every three weeks. Mandatory training is reviewed monthly and recorded onto a database, a summary is provided to line managers.

Facilities and Services

Number of single and shared rooms

All young people have their own bedroom which is decorated and furnished to their individual wishes. The five houses we have the following number of bedrooms:

Buzzard – 4
Dove - 3
Eagle – 5
Raven – 3
Robin - 3

No young people share bedrooms.

Number of rooms with en-suite facilities

The three bedrooms in Buzzard have en-suite facilities which consist of a toilet and sink.

Number of Dining areas

There are five dining areas for the young people consisting of one on each of the individual houses.

Number of Communal areas

Each of the houses has its own communal lounge and kitchen providing an area for the young people on the house to socialise with staff and peers. Within the main building of the premises an activity room provides an area for additional recreational activities such as pool, table tennis and satellite television for watching sport and movies.

Specialist bathing facilities

The Home has no specialist bathing areas.

Specialist equipment

The Home has no specialist equipment.

Security arrangements in place and the use of CCTV

The Home does not utilise any surveillance equipment.

We undertake our internal risk assessment as required by legislation to ensure fire safety and this is reviewed annually. Fire drills are undertaken monthly to ensure that all staff and young people are aware of procedures and how to behave in an emergency. This is also tested at night.

The Home has 'locked door guidance' to ensure both the safety of the young people and the security of the premises.

Access to outside space and facilities at the service

Aran Hall is set in its own substantial grounds within the Snowdonia National Park. The houses of Buzzard and Eagle have easy access to adjoining play areas for the young people to utilise.

The young people of Robin, Raven and Dove have outside access to the grounds which consist of a hard patio area, large grassed area and bike track area to the rear of the education buildings. Young people are actively encouraged and supported to pursue their hobbies and interests.

The Home has six vehicles to enable our young people to access the local community. The Home places greater emphasis on utilising community resources providing young people with real life opportunities to practise skills in the community.

Governance and Quality Monitoring Arrangements

SENAD regards the welfare of the people living at the Home or receiving a service as paramount. To ensure that their welfare is promoted the Quality Assurance Manager arranges monthly monitoring visits or other form of review on behalf of the Responsible Individual (Mark Ryder). In addition the registered individual fulfils his duty in legislation (reg 73) by visiting the Home in person at least quarterly and completes a written report.

On behalf of the Responsible Individual these visits will be followed by a report, which may review:

- Checks on the Home's Communication Book (Daily Log) and records of complaints;
- An assessment of the physical condition of the building, furniture and equipment;
- A record of any interviews or meetings that a child, young person or member of staff has had;
- A record of any interviews or meetings with parents or relatives of the young people;
- A record of any interviews or meetings with representatives of the placing authorities of the young people using a service;
- Any safeguarding issues;
- A review of physical interventions;
- And any other matters felt necessary at the time of the visit.

In addition to these monthly visits SENAD, will conduct periodically a quality improvement assessment of the Home. The aim is for the proprietor (SENAD) to assess how well the Aran Hall leadership team and their staff team:

- Understand a young person's starting point;
- Measure success and rate of progress;
- Know that they are making positive differences to the young people and their wellbeing.

Senior managers at the Home undertake formal internal monitoring of the service through a Periodic Service Review to maintain and improve standards of care and education. The service manager completes a written monthly report on the service and shares this with the responsible individual and the SENAD Quality and Compliance Manager, Kelly Watson.

The Home views complaints as a useful and important medium for improving our practice and the monitoring of practice within the Home. We respond to complaints positively and in an open and timely fashion. They can be utilised to assess the quality of our service and put measures in place to bring about improvements in practice. In the first instance, any complaint should be referred to the home to resolve. If this cannot be achieved, the complaint can be referred to SENAD, Tel: 01332 378840

SENAD will follow its complaints procedure by appointing someone independent of the home to investigate. The final stage is for any unresolved complaint to go to a complaint panel.

To make it easier for our young people to access the complaints process the policy is also available in a more 'child friendly format' – **Speak Up: Speak Out**. Staff will also act as advocates for young people to aid them in making a complaint. Our complaints procedure is supplied to parents and young people prior to starting at the Home and reviewed regularly.

Young people are encouraged to make their contributions and suggestions for improvement of the service through formalised processes such as keyworker sessions or community meetings and also informally.

The Homes Senior Management Team operate an 'open door' policy in that they make themselves freely available to young people, staff and visitors. Members of the senior management team regularly visit the individual houses and classrooms to spend time with the young people and staff.

