

Nourishing Resilience. Growing a better community

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LUBA CARE CYF

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Company Number	1404040635
Telephone Number	07394 595 641
Service Name	Beechwood House
Service Address	8 Beechwood Road Newport NP19 8AA
Manager	Mihla Sibanda
SCW Registration Number	W/5049183
Responsible Individual	Jane Sibanda

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Vision

Nourishing resilience. Growing a better community.

Our Mission

Our mission is to provide safety, relief and repair of emotional and psychological childhood difficulties through a psychoanalytically informed therapeutic group and individual process.

Values**Strength's**

We will work with Children and Young People (CYP) and those who are important to them, to understand what matters to them, nurture and encourage their strengths and build resilience.

Relationships

Loving, stable and responsive relationships are fundamental to any child's development and sense of security. Through the provision of a compassionate staff team, who know and understand each CYP's needs, we can support CYP to become emotionally intelligent adults, build connections with their community and improve understanding, communication, emotional regulation and social skills. This will have a positive impact on long term health, well-being and create positive futures.

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Compassion

We respect and care for each other, staff listen and treat young people with kindness, compassion and empathy. We understand that each person is truly unique, with their own backstory, likes, dislikes, strengths, and needs. This position supports staff to understand and ensure a containing and therapeutic non-judgemental approach

Opportunities and growth

We will provide young people with opportunities to grow and reach their potential, ensuring that they are not defined by their start in life. We will work with them to embrace and overcome challenges as well as provide opportunities to learn, grow and develop. Young people are at the centre of our service and have a voice in how the service is delivered and will inform how we ourselves improve and grow.

Rights & Responsibilities

Children's Rights are fundamental to all aspects of care delivery and are promoted and delivered in the service as is the need to work with children and young people to develop and agree clear and consistent boundaries. This will assist them to become well rounded adults, who are reflective, responsible, have good problem-solving skills and are resourceful.

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Company Structure

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With an acute awareness of the challenges of meeting the needs of the “**missing middle**” (Together for Children and Young People, T4CYP) Mihla and Jane conceived of Luba Care in 2020 establishing it in practice in 2022. With a focus on nurturing and growing a sophisticated care team to achieve their mission, they work collaboratively as part of the wider system to meet the needs of the **missing middle** through both direct work and investing in a highly skilled and sustainable workforce.

Having established a robust staff group and reputation with partners the company transitioned to a Community Interest Company in 2026.

The Responsible Individual

Jane Sibanda is a Company Director and Responsible Individual for Beechwood House.

As a Consultant Child and Adolescent Psychiatrist with over 15 years’ experience working in NHS mental health services and senior leadership roles in Child and Adolescent Mental Health Services in North London and South Wales, Jane’s clinical work is underpinned by psychoanalytic and systemic thinking. She holds a firm belief that staff wellbeing is at the heart of excellent care and compassionate leadership a vital aspect of this.

Jane will have overall legal responsibility for seeing that the service is run safely and to a high standard. Jane will have responsibility for operational supervision of Mihla Sibanda. Jane is engaged with a peer RI group and obtains external supervision for her role.

The Registered Manager and Therapeutic Consultant

Mihla Sibanda is a Company Director and is registered with Social Care Wales as the Registered Manager of Beechwood House. He is a registered Child and

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Adolescent Psychoanalytic Psychotherapist and is Therapeutic Consultant for Beechwood House.

Qualifying as a Mental Health Nurse in 2004, Mihla initially worked in an in-patient Adult Forensic Mental Health Unit and then led an Adolescent Psychiatric Intensive Care Unit before moving into community Child and Adolescent Mental Health work (CAMHS). With an MSc in Child Development and Diploma in Forensic Psychotherapeutic Studies he undertook the rigorous Doctorate level training in Child and Adolescent Psychoanalytic Psychotherapy in North London and continues to maintain his registration as a practitioner with the Association of Child Psychotherapists. He has also worked in Parent Infant mental health Services in Gwent.

Mihla has day to day responsibility for Beechwood House and will ensure the service's safety and effectiveness in supporting young people achieve their personal outcomes. He will ensure that there are enough trained, competent, and suitably skilled staff for the presenting tasks.

Mihla has responsibility for therapeutic care delivery, recruitment of staff who embody the organisation's vision, mission and values in their practice, training, supervision, staff support and well-being as well as maintaining health and safety within the service.

Mihla is engaged with a peer RM group and accesses external independent supervision of his role.

Who is Beechwood House for?

There are many reasons why a child or young person is unable to remain within the care of their family or other care environment; this may relate to struggles within the caring adults, struggles in the relationship between the caring adult and the child or struggles within the child.

At Beechwood House we focus on caring for children and young people (CYP) who have emotional and behavioural difficulties that are likely rooted in early life traumas or attachment ruptures.

Our CYP may demonstrate struggles with their sense of self with patterns of low self-esteem, disordered eating, or specific mental health needs.

They may demonstrate difficulties in their relationships with patterns of breakdowns in care, conflict in peer and adult relationships or patterns of intense or over-dependent relationships.

They may demonstrate a confused or distorted view of life with behaviours that challenge or are anti-social, patterns of school exclusion or disruption in their social function.

They may have more specific challenges with neurodevelopmental needs such as learning difficulties, ADHD or ASD.

Beechwood House is home to up to two children or young people aged between 5 and 18 years and of mixed gender. The age make-up of the home will vary over time always ensuring developmental compatibility of residents. All care and support is provided in a developmentally appropriate manner. We support our CYP in establishing positive personal care routines, daily living skills and medication management. As our CYP progress through adolescence we provide support in developing independent life skills and encourage engagement in further appropriate education and training opportunities.

Some of our CYP may benefit from specific individual therapy beyond that provided by the setting and this can be accessed via our Therapeutic Consultant who is an experienced Child and Adolescent Psychotherapist.

The Therapeutic Model

What is psychoanalytic psychotherapy

At Beechwood House we meet each child's needs through applied individual psychoanalytic psychotherapy and group work. Psychoanalytic psychotherapy is based on ideas that unwanted thoughts and experiences from childhood are repressed but continue to influence one's feelings and behaviours throughout life.

Our approach is concerned with how things are here and now. The group and individual collectively and/ or individually look at how the past is relevant to the present with the gentle guidance of our Therapeutic Consultant. By doing so, the CYP are helped to become aware of hidden meanings or patterns in what they do or say that may contribute to the challenges they face.

We support our CYP to work through their experiences of past trauma, over time enabling them to engage as members of a group who are valued both collectively and individually to better prepare them for future relationships.

We provide a safe environment designed for group living and learning from the group and/or individuals. Our aim is to help the CYP develop the ability to create and sustain meaningful and trusting relationships with others, providing them with interpersonal skills and resilience which can then be transferred onto other relationships in their next placement and later in their lives.

The group environment

Group living is an essential element of our therapeutic model. CYP who come to Beechwood House have often been harmed within their relationships with adults and through their experience and witnessing of adults' relationships with one another. The consequence of this is that the CYP may find relationships challenging.

The group environment offers 3 channels of repairing these relational challenges, which are inextricably linked through a programme of supervision and consultancy.

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A-The staff team works together in a way designed to afford CYP “good enough” and healthy experiences of adult interactions and new forms of dialogue.

B- Staff are clinically supervised in relation to their management of our CYP including the impact of our CYP upon themselves. They are encouraged in this forum to pay close attention to their emotional experiences of working with the CYP to make this material available to work on with the staff group. These insights are important in exploring what the CYP may be projecting on to staff because of their tendency to repeat past cycles of relating. This process of exploration enables thoughts and feelings to be put to words and context in a way that is useful to the CYP’s reflective endeavour. Insights from both staff and CYP help manage boundaries, prevent the risk of over identification with one other, and support being psychologically present but not overwhelmed by the CYP’s life. It ultimately ensures a psychologically safe environment for the CYP and staff.

C- Informal and formal groups with our CYP concentrate on their communications and relationships with adults and one another. These groups include house meetings, Staff and CYP WhatsApp group, mealtimes and house activities etc

Throughout the slow and steady process of psychotherapeutic change, CYP face opportunities to tolerate and learn new ways of being. In addition growing in skills to acquire knowledge of the world outside their own emotional spheres and immediate preoccupations.

The aim is for our CYP to develop and grow, eventually becoming responsible for their own lives in a practical, as well as a psychological sense. The work undertaken at Beechwood House focuses on each child’s emotional development, helping them to understand the feelings that lead to unhealthy behaviours as well as appreciating the joys and pleasures derived from healthy behaviours. This takes place individually with the CYP through the provision of positive 1-1 relationships and experiences with staff, in a variety of communal and group settings, including meals, leisure time and the house meeting as well as through a child’s individual weekly psychotherapy sessions should these be indicated.

Individual Psychotherapy

In order to address some of the difficulties that the CYP face and to assist the healing process, we have recourse to registered Child and Adolescent Psychotherapists via the Association of Child Psychotherapy (ACP) to provide individual psychoanalytical psychotherapy sessions offered at either once or twice weekly for regular, on-going sessions. Therapy is offered for a minimum of a year, but often longer.

Following a period of settling in at Beechwood House and in discussion with a CYP's local authority, a psychotherapy assessment can be arranged consisting of three once-weekly sessions carried out by Registered Manager and Therapeutic Consultant, Mihla Sibanda who is a registered Child and Adolescent Psychotherapist with the ACP. A meeting is then convened between the child, their social worker and the assessing child psychotherapist. They discuss the assessment and whether commencing psychotherapy is in line with the child's needs. If psychotherapy does start, regular reports are included in the child's LAC reviews and the psychotherapist is available to discuss the child's progress where this is necessary.

Risk

Risk taking and making behaviours are a common means of CYP seeking to manage or divest themselves of unwanted emotional experiences. We seek to understand the emotional and psychological drivers of risk taking/making and make use of our therapeutic approaches to contain associated fears and anxieties, find alternative means of these experiences being communicated and managed with and by our young people.

We manage the home environment as closely to an ordinary family home as possible. As such age and competence/capacity appropriate boundaries around internet access and night time routines are utilised and agreed in individual care plans.

Managing risk is a collaborative venture and we work with our CYP to understand their risk and finds ways to keep them safe in a tolerable way and build their own capacity to keep themselves safe. Such plans are always part of a graduated approach kept under regular review.

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We only use physical restraint in the home as a last resort in order to prevent physical harm to a young person or other person.

Should a young person's social care or health team recommend continuous supervision and/or other restrictive practice we would expect the social care team to lead consideration of best interests and means of carrying this out eg DOLS. Should such a requirement persist the manager will review the practice and act on findings including suitability of placement. It will not be an ongoing expectation that we practice in such a manner.

The Staffing Model

Our Team

The Luba Care team are a mature group of dedicated individuals all bringing their own unique personality, interests and skills into the Beechwood House family.

Either with, or working towards, Qualifications and Credit Framework (QCF) Level 3 in Child and Young People all our team register with Social Care Wales, complete the All Wales Induction Framework (AWIF) under the supervision and approval of the RM, and our Luba Care in house training programme.

There is always a member of the team in the home available to our CYP – unless we are all out on a trip! We have resident sleeping staff at night, though we are up bright and early for breakfast. We work with a presumed minimum ratio of two care workers per two children with two shifts per 24 hours. The RM is available and present during the week, and staffing levels can be increased should the needs of our young people require it.

The Registered Manager is available within the home Monday to Friday 9am to 5pm, with the deputy manager and other team members working a combination of shifts covering the week, weekend, and sleep in duties. Shifts are typically 24 hours with change over at 9.30am. There is always a senior member of the team available out of normal working hours on the phone and able to attend the home as required.

The rota is designed to provide time for handover where staff share information and decisions are taken as to responsibilities for the shift without disrupting key times when CYP may need support.

Our staff team provide care and support, but we are not registered to support people with nursing needs. However, we understand that some CYP may have additional health needs with which they need support. We are happy to receive additional training by health professionals to meet other delegated health needs should these be required by a young person for

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them to safely become a member of our household. Joining the household would take place once training had taken place and supporting guidelines been shared.

Our Team Training

All new members of the Luba Care team undergo an at least 6-month preceptorship. During this time all induction (AWIF) and core training is undertaken and supervision with the RM is fortnightly. Those who have not yet completed their QCF Level 3 training will be supported to enrol and register with Social Care Wales to do so. Completion of preceptorship is based upon shared agreement between the team member and RM that basic competencies are met, the AWIF has been completed successfully, signed off and certified and that they are aligned with our model of care.

We use a 3-stage training model.

Core Training: All staff engage in Core Training which takes place during induction and during the first six months working with the team. This encompasses the AWIF, QCF Level 3 and our inhouse training programme provided by Educare covering safeguarding, roles and responsibilities of childcare workers, equality, diversity and inclusion, communication, health and safety including infection control and working in child-centred ways.

An ongoing in-house programme of training led by the RM covers an overview of child development, a grounding in the therapeutic approach taken by Luba Care and orientation to our policies and procedures. Core training is routinely refreshed on an annual basis or as learning needs are identified in supervision.

Specific Needs Training: Bespoke in-house training is arranged for all staff when a new resident member of our household has specific needs perhaps relating to specific speech disorder or an underlying medical condition. This training will ensure a grounding in required knowledge and consideration of how this can be helpfully applied in the home.

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Additional Care training: When a young person joining us has complex needs often with the involvement of a wide multiagency team the RM will identify what additional training may be required for the team and source this. In such circumstances a case formulation meeting for all staff will be arranged as part of the admission process, and regular case reviews to ensure the CYP needs and those of the team are being met.

Our Team Working

Our in-house Therapeutic Consultant ensures that the team develop high levels of observatory skill, make use of opportunities for learning from experience, and embed reflective practice in all that we do.

We hold a monthly house meeting attended by team members and our young people where plans can be made, issues aired, and decisions taken.

Robust and reflective supervision ensures both professional development as well as a nuanced understanding of the needs of our young people, how these needs can be acknowledged and helpfully met. A model of both individual and organisational group supervision is utilised.

All team members have individual supervision three monthly with the RM/Therapeutic Consultant as well as taking part in the monthly staff reflective group led by the RI. An expectation that team members attend at least 60% of group supervisions over the year recognises the challenge of shift work. We have recourse to an external facilitator to group supervision if there is a collective “stuckness” in caring and/or making sense with one of our young people.

A monthly team meeting ensures clear communication amongst the group, considers operational and quality issues, identifies areas for practice improvement and the monthly team ‘learning focus’.

Ad hoc reflective practice sessions are held as and when needed to support understanding, bring together observations and inform practice moving forward as a means of ensuring the safety and wellbeing of all.

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Our Team Learning

Luba Care believes in the potential of all, and our outlook seeks to encourage this growth and access to opportunity for our staff as much as our CYP.

We recognise that our team will often be at different stages of their own journey, and we encourage staff to consider their own development as a member of our community.

We recognise that the values and skills that bring people to care work can grow in many varied ways. We support the team to access additional trainings and explore a range of career aspirations.

The approach to understanding child development and communication embedded in Luba Care provides the foundations for many diverse roles that are vital to our growing better communities. Our team may wish to pursue ongoing roles in the care setting such as working towards qualification as an RM, more widely in social care perhaps training to become a social worker or moving into education or healthcare settings through teaching training or nursing or occupational therapy qualifications.

Just as with our CYP we will support our team to identify their goals, plan the journey and support them along the way.

Joining the home

Are we the right home

Luba Care has built relationships with our local commissioning teams who are aware of our model and approach, and we would work closely with them to consider how we can best support their placing needs.

When a child is identified as potentially benefitting from the service, either by commissioner request or our tendering, the RM and RI would together consider the shared information of the young person and whether further

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exploration of admission should be pursued and how this can be achieved in the most timely and sensitive manner.

Consideration of suitability takes in the needs of the referred young person in terms of age, emotional state, experiences, current challenges, and stabilising factors as well as the compatibility with the existing group in the home.

The RM would arrange further discussion with the allocated social worker gaining insights into the young person's developmental history and care experiences, the patterns of engaging or managing stress and unwanted feelings, their current emotional capacity and existing points of resilience.

Building this picture of the young person allows the RM to take a decision as to whether Beechwood House is likely to be of benefit to the young person. If it is then the RM will, along with the social worker, consider how to engage the young person in considering a move to Beechwood House and begin to develop a transition plan with them.

Further information about the young person will be gathered either from review of documents, discussion with the social worker and or conversation with the young person to understand other important details of their story, people important to them, their interests, strengths, education needs, health needs and other social aspects of their life.

The RM will complete an initial assessment summary for the young person including their initial care plan and dynamic risk assessment. Included in the risk assessment are the following,

- An analysis of unhealthy behavioural patterns.
- The role of trauma in current behavioural patterns.
- Unconscious motivations to challenging behaviours.
- Consideration of developmental tasks and challenges faced and negotiated.
- What works and doesn't work in preventative and reactive situations.
- Strengths, needs, vulnerability.

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- Understanding possible underlying mental health conditions such as ADHD and their role in managing risk.

This list is not exhaustive but shows the range of threads considered in the risk assessment process.

All placements will be planned.

Transition

The transition to joining the home also allows the young person space and time to understand who we are, what we offer and to meet the team and other young people before deciding if they want to join us. A young person will be offered the chance to meet face to face or virtually with the RM, to visit the home and to join our house meeting. The CYP will also be given a Children's guide to the home and encouraged to ask as many questions as they want.

We arrange a moving in day closely with the young person, those important to them and our team considering the best time of day and day of the week as well as other aspects of our home life that can provide reassurance and support on a day that we know can be daunting. Admissions take place on Mondays, Tuesdays and Wednesdays.

The first few days and weeks

We understand that the first days and weeks may be daunting and scary for young people, we don't seek to deny this but rather acknowledge these ordinary feelings and gradually build upon our developing relationships to help them settle.

On arrival a young person will be shown around the home and to their room. We will be led by the young person if they wish to spend time alone, with staff or with the group and we will have given this some thought together during our transition planning. Safety of possessions is most exquisitely felt at such transitions and the young person can place any items they wish in the house safe. This security is in addition to the individual lockable cabinet in each CYP's room.

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We encourage our young people to unpack and can support them with this. This can begin the process of making their room their own, hopefully with some items of emotional significance perhaps a bear, picture, or blanket of their own. It may be that as part of our transition planning, we have identified and negotiated with the previous care placement that our young person may leave with something important to them like bed linen, rug, PlayStation etc. We will of course replace any item that they leave with as we feel strongly that such transitional objects are important.

Whilst each room has what it needs as part of the settling in process some financial support is available for minor additions to support this ownership.

Over the first days the young person will be implicitly and explicitly introduced to the routines, customs, and rhythms of the household, and given space – both physically and in time – to bed in. We establish early the importance of open dialogue – sometimes a novel experience for our CYP – explaining the balance between supporting CYP privacy and our observation to support us to understand the needs of the young person. We find clarity from the outset eases some of the anxieties arising from trying to settle in and feeling ‘watched’.

During the first week we ensure that strolls are taken around the local area with the team and perhaps other residents, and gradually we work to identify who in the team is suitable as a key worker. We find in the first week or so keeping trips and activities local is helpful.

Getting registered with our local GP is an important task, though not likely particularly exciting!

To support this settling phase the young person will sit down regularly with the RM; initially after 48 hours, then ensuring the personal plan is agreed within 7 days of joining the home with weekly reviews for the first month, before 3 monthly or sooner reviews of this as indicated by needs and in line with all reviews by the placing authority.

Life in the home

Day to day

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Clarity and predictability in our environment is a bedrock of the therapeutic milieu of a Luba Care home and central to caring for those who have experienced inconsistency of care in their past.

Beechwood House has a structured approach to the week that scaffolds young people to develop and sustain healthy ways of living through functional activity, education, leisure activities and regular healthy meals. Family rituals and traditions become an internalised means of maintaining connection even once we have said goodbye.

Our team prepare or support our young people to prepare breakfast, lunch and dinner each day. We encourage healthy relationships to food and encourage communal mealtimes.

The house weekly planner and individual weekly planners are visible and readily available to support young people and staff to identify opportunities, and to proactively engage their own wishes and interests.

Week to week

Each week the staff team along with our young people will plan activities (and meals!) for the coming week as well as agree projects we might want to undertake together – such as plans for the garden or a trip further afield.

The weekly shopping list is on the noticeboard ready for additions and requests.

Each week our young people will spend time with their named keyworker for an in-depth chat and to identify any particular development needed within their care plan. But all team members are always available and often the best conversations take place whilst we are doing something else together!

Month to month

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Taking stock of where we are by considering where we have come from and where we are going is an important aspect of the growing that takes place at Beechwood House.

Whilst we can together make changes and update support plans at any time we find that sitting down together for a formal review brings specific benefits. Young people will sit down with their keyworker and the RM to reflect upon what's going well, what our current struggles are and to develop the support plan. Young People can invite others important to them to join this meeting such as their social worker.

The frequency of these reviews is agreed as part of the plan itself – these are usual more frequent (fortnightly or monthly) during the early phase of joining the home or when support needs are changing and less frequent (perhaps 3 monthly) when a young person is feeling settled, and the support plan is stable.

Education and Leisure

Education and play are fundamental rights of all children and young people. Our team actively engage both our residents and their education provider to support our young people to attend and benefit from the education and learning opportunities available to them; this may be accompanying children to their school placement and supporting transition into the school day or ensuring that home based or online tuition is prioritised in the home environment.

Individual interests be they physical – such as football, rugby or swimming; creative – such as music, art or reading; or participatory – such as scouting or cadets are actively encouraged. We have links with a range of local clubs, activities and peripatetic teachers though are happy to travel beyond our local area when the interests of our young people require it. We take time to get to know our young people and the activities they enjoy supporting known hobbies or helping identify new ones!

Language

At Luba Care we recognise the importance of a proactive approach to language need, we do this via the 'Active Offer' scheme. At Beechwood House staff and young people can access Welsh language materials such as

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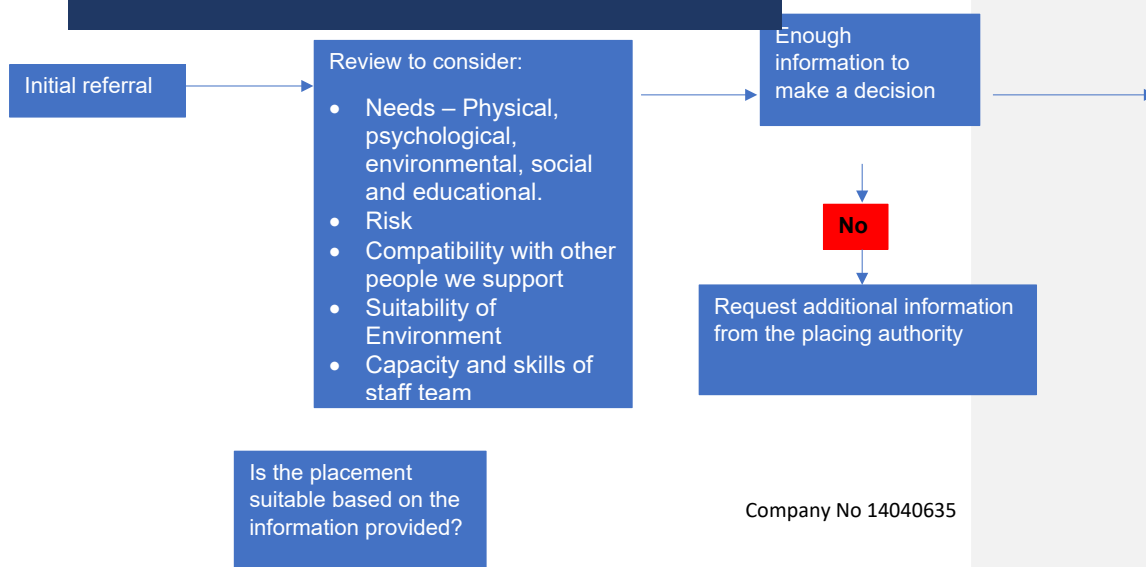
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books, S4C programmes, radio and internet based forums. Staff at the home use the Welsh language when answering the telephone and use common Welsh phrases in everyday communications whenever possible. We will be encouraging Welsh speakers to apply for jobs within the Service. Staff are also encouraged to take up formal learning opportunities in Welsh language.

Saying goodbye

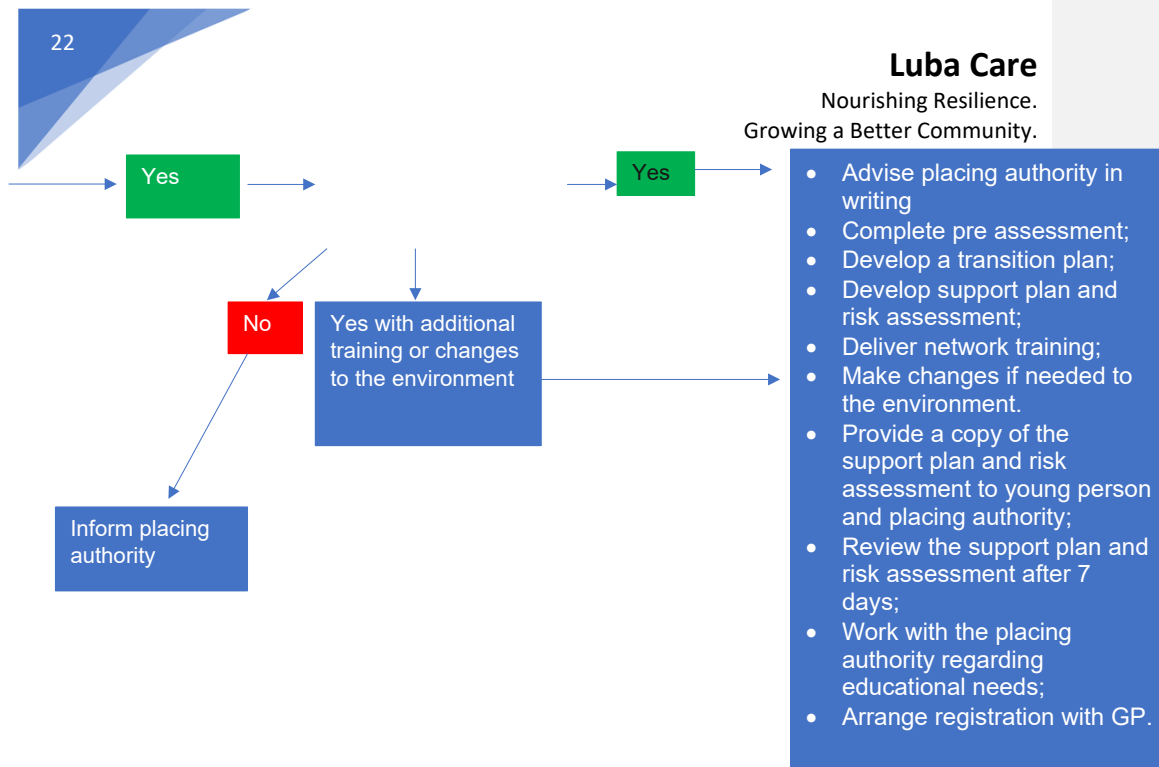
Endings matter to children in care, we take this seriously and as a matter of course will have planned endings with our CYP. This will involve agreeing an end date with our CYP and working/ supporting the CYP to process the emotional experience of letting go/ thinking of their next step. This, we understand will help the CYP better tolerate change and make good use of their lived experience with us at Luba Care. It is not inconceivable for former residents to stay in touch, rather it is encouraged.

Admission process



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The Home

Beechwood House is a comfortable 3 bedroomed, detached home with an enclosed garden in a residential area of Newport known as Maindy.

On the ground floor we have two spacious rooms where we can sit and relax, play games, watch TV or battle it out on Mario Karts or Just Dance! The second also has a dining table; sometimes doing our homework together here can be helpful but mostly this is a place to eat – we really enjoying preparing and most importantly sharing regular meals together.

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The kitchen has a breakfast bar so there are no excuses for skipping the most important meal of the day or taking your morning cuppa out to the garden to enjoy in the sunshine.

We have home cooked meals daily and discourage an overreliance upon heavily processed foods and takeaways.

The garden has space for us to sit together, enjoy a barbeque, kick a ball about or perhaps find out if those fingers are green with a developing kitchen garden bed. The bird bath and table are home to lots of visitors all year round and Mihla is learning the different names though could do with a hand.

Upstairs we have two large bedrooms ready to take on the character and style of their new resident and the family bathroom has both shower and bath. The staff team make use of a third smaller room at the front of the house.

We have a secure bike shed at the side of the house and great transport links for staff and visitors, and there is also good street parking available for any visitors.

The Area

Beechwood House is conveniently located on the outskirts of Newport city centre, opposite the park with local shops and cafes within a few minutes' walk.

Within a longer stroll or short bus ride we have a choice of supermarkets, banks cafes, and choice of Friars Walk or Kingsway shopping centres. Here we can find local gallery, cinema, ten pin bowling and the theatre. The leisure centre, trampoline park and ice rink are also easily accessed.

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We are on several useful bus routes into town and out to nearby amenities though the main train and bus station are just over a 30minute walk from the house and provide excellent transport links to Cardiff, Bristol and other major cities.

There are several primary schools near the home and two comprehensive schools in walking distance. Park and Beechwood GP surgeries are within a short walk of the home, as well as many different places of worship.

We regularly arrange trips to local sporting events at Rodney Parade, up into the hills of the nearby Brecon Beacons or out to the coast of Barry Island or on to the Gower.

Newport itself has good road and rail transport links across South Wales and beyond with the M4 and mainline rail route to London.

How we keep the home safe and effective

Our Residents

Our residents have an allocated key worker who they meet with weekly, as well as regular reviews with their key worker, the Registered Manager and other important individuals in their network at least 3 monthly.

Our residents attend the house meeting and build relationships with all members of the household.

Our residents are encouraged to share any and all concerns they have with our team.

Our Team

Our team meet regularly to reflect upon each young person, as well as participating in the house meeting with our CYP. On a monthly basis they attend a team meeting as well as engage in individual and group supervision sessions.

Ongoing professional development through internal and external training is encouraged and actively supported.

The team are aware of the house policies and have easy access to these in the study. They make real time notes, keep support plans up to date and make use of our logbooks for incidents, complaints and vital communications.

Staff are recruited safely and have valid enhanced DBS. Safeguarding and protecting our CYP is everybody's business and the child centred approach we take ensures that the All Wales Safeguarding Procedures are actively followed in our home.

Our Registered Manager and Therapeutic Consultant

On a day-to-day basis, the manager has responsibility for ensuring that the service is safe, improves young people's outcomes and is run with regard to the Social Services and Wellbeing (Wales) Act 2014, Children's Act 1989, Rights of the child and the Regulation of Social Care (Wales) Act 2016.

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The RM provides real time guidance to staff on observation and reflection of communication from our young people. He leads the house meeting. The RM/TC provides regular supervision for all team members and leads the team group supervision.

The RM prepares a comprehensive monthly report capturing all aspects important to the safe and effective running of the home to discuss in detail with the RI.

The RM is engaged in monthly external independent supervision of his role as well as actively meeting with a peer group of RMs.

Our Responsible Individual

The RI and RM are in regular open communication, and they formally sit down together monthly to review the operational and quality report that summarises the work of the home incorporating details of workforce, operational resources, incidents reports, concerns and audit and quality improvement plans. The RI will inform the RM of any updates or upcoming changes to legislation relevant to the management of the home.

Each quarter the RI will visit Beechwood House spending time, observing the home environment and relationships within it. She will meet informally with the CYP hearing about their experiences as well as with the staff.

On each visit the RI will review the case records and various logs that capture the work of the home. She will fully review – from referral to that day – the experiences and records of one young person, also seeking feedback from others in that young person's network.

The RI will document a summary report of her visit, observations and the views of CYP and staff. Reports will be retained and stored securely.

A rolling programme of audit of policies and quality improvement projects is used to respond to any themes emerging in reviews and to ensure policies remain up-to-date and fit for purpose.

These visits and summary reports ensure the RI can monitor in person the performance of the service in relation to its statement of purpose and to inform the biannual Quality of Care Review.

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The Quality of Care Reviews will be presented to the Board of Luba Care and support CIW in its regular inspection of the service to maintain registration.

The RI is engaged with a peer group of similar RIs and is supported by Luba Care to maintain her CPD appropriately.

Should staff wish to raise concerns independently of the Responsible Individual they have access to Luba Care's Independent Concerns Consultant.

Complaints

We are an open and transparent service, who are always learning and wanting to improve. Our proactive approach to listening and receiving feedback, means that we can identify concerns and complaints promptly. If we receive concerns or complaints, we can provide assurances that we will

- Listen
- Clarify our understanding of your concerns and what outcome you want
- We will take prompt action
- We will investigate your concerns
- We will keep you up to date and tell you what we have done and the conclusion we have reached

Who do I complain to?

Complaints should be made to the manager; this can be done formally in writing or informally in person. We will complete our investigation of formal concerns within 28 days working days, in rare circumstances agreed by the RI this could be extended to up to 65 working days. Complaints about the manager should be made directly to Luba Care's Independent Concerns Consultant.

What if I am unhappy with the response?

If you have raised a concern or complaint through our complaints process and have come to end of the process and are unhappy with how it has been managed and/or the outcome, you can raise individual complaints to the:

Named Social Worker

Llais Advocacy -01633838516

Newport Social Care- 02920780545

Public Service Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

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Telephone: 0300 790 0203

If the nature of the concern or complaint is about systemic failures which affect more than one person, then concerns can be raised to online to the Care Inspectorate Wales <https://careinspectorate.wales/raise-a-concern-about-a-care-service/before-we-begin>