

# Welcome to Rhos Cottage



Rhos Cottage,  
Lledglawdd Road  
Swansea  
SA5 4RR.  
Tel No: 01792 580211

## All about Rhos Cottage

**Rhos Cottage is a lovely 4 bedroomed detached house located in Waunarlydd. Children from 8-19 years old can live here.**



**We also have two independent living flats just across the car park. These are used to help promote your independence.**



**The closest city is Swansea (20 minutes away) and we are a short drive away from the wonderful beaches of the Gower, and just a short drive from the beautiful Brecon Beacons.**



Swansea has the best ice-cream parlours with lots of different flavours to choose from!! They are open all year around so we can eat ice-cream whatever the weather

## The staff team



This is Amy Higgins. She is the home manager.



This is Bethan Preece, she is the senior.



This is Hannah Griffiths, she is the senior.



You will also have a keyworker (or sometimes 2!) who will work with you closely and tell us your needs and answer all your questions. All the staff team will help you settle in and feel safe. Staff are there all day and all night if you ever need someone to talk to.

## The Home

This is the lounge where we all join and relax. We also eat our meals together at the dining table. If you would like a quiet place to go, we have other rooms that you can use

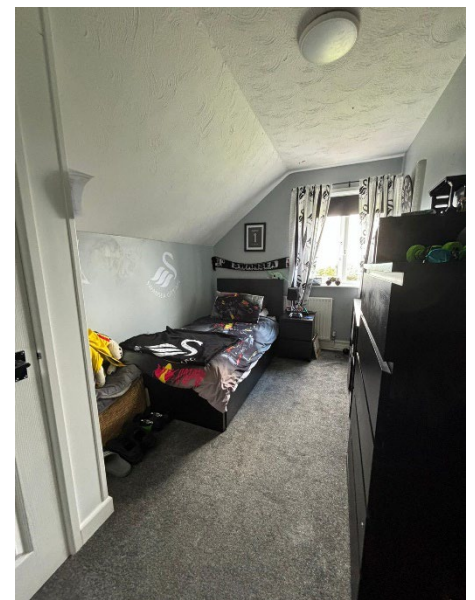
## Your bedroom

Your bedroom is your private space, so other young people are not allowed in your room

Sometimes we will ask to look in your room to check that it is clean and tidy.

Staff are here to help you clean your room every day if you need some support.

You can personalise your bedroom just like the other children have.





You have your pocket money every Friday

We will support you with your spending if you need help with this, or you can have your money in your hand.

Any leftover, unspent money will be kept in the office and saved up for you.

To earn your pocket money, your bedroom should be tidy

Together we will create an incentive chart which will help you to earn extra money to spend on your items of choice



**At Rhos Cottage we have some values that help keep everyone happy, heathy and safe**

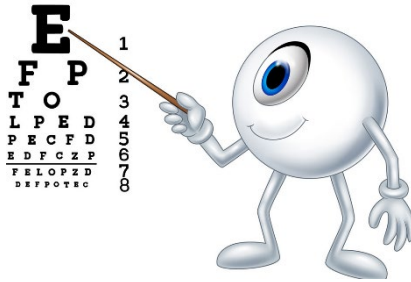
- There is no smoking, vaping, drinking alcohol or taking drugs at Rhos Cottage If you are a smoker, there is a designated smoking area at the end of the front drive. Smoking is not permitted within the home.
- Staff can check your room daily to make sure everything is ok, they do not have to ask first.
- Be polite and respectful to every one.
- We check the house often to make sure it is safe.
- Take care of other people's belongings.
- Staff support you to go to bed on time.
- All mobile phones are to be handed in at bedtime to help support a healthy sleep pattern.



**We will help you stay healthy by making your appointments to:**



**Visit the doctor**



**Visit the opticians**



**Visit the dentist**

**At Rhos Cottage, we will help you -**

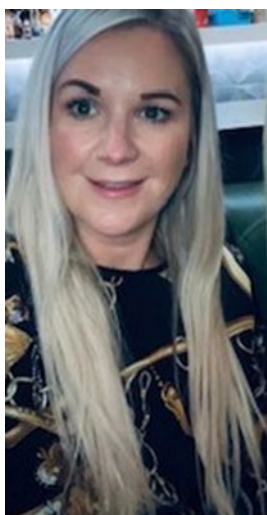
- **Develop life skills**
- **Learn how to manage your money**
- **Explore your hobbies and interests**
- **Follow your religion**
- **Make friendships**
- **Education and work placements**
- **Family contact**



## Visitors to the home

We often have visitors to the home. These are some people who often visit.

- **Hayley Phillips** – Responsible individual
- **Katy Morris** – Regional Manager
- **Johan Perry** – Quality team
  - **John Breslin** – PCSO
  - **Maintenance team**



### RESPONSIBLE INDIVIDUAL

THERE IS A RESPONSIBLE INDIVIDUAL FOR RHOS COTTAGE AND HER NAME IS HAYLEY PHILLIPS, AND SHE WILL VISIT THE HOME REGULARLY AS SHE MAKES SURE THE HOME IS RUN WELL AND EVERYONE IS SAFE AND HAPPY. THERE IS A POSTER ON THE WALL WITH HAYLEY AND ALL THE PEOPLE YOU MAY NEED TO CONTACT IN PRIORITY CHILDCARE IF YOU WISH TO RAISE A CONCERN.

Hi and Welcome to Rhos Cottage, I am Hayley Phillips, I look forward to chatting to you when I visit, please let me know if you are unhappy with anything and I will try my best to help you. I will ask you to show me your bedroom, I like to check you have everything you need. Your key worker will meet with you when you first move in, they will show you important things such as how to make a complaint".

"If you would like to contact me you can contact me on 07935000722 or Head office on 02920029922"

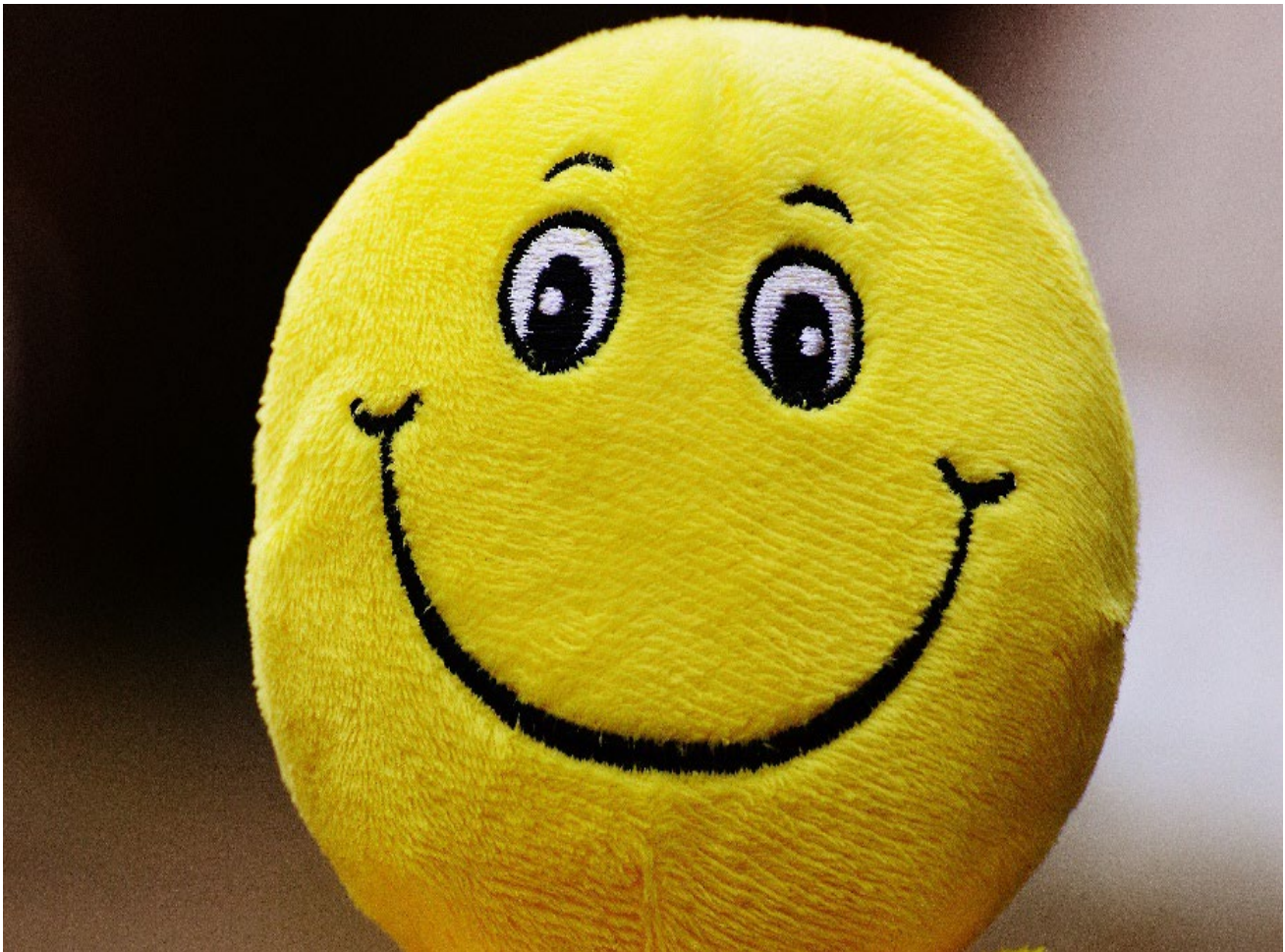
**You can also phone your Social Worker or Advocacy Service. We can help you to phone them if you wish.**

**MAKING A COMPLAINT – IF THERE IS ANYTHING YOU ARE CONCERNED ABOUT  
A GUIDE ABOUT COMPLAINTS WITH THIS BOOKLET.**

**ADVOCACY** - if you need any help or support with big issues that we cant help you with then the home can contact advocacy services to meet with you and speak on your behalf for serious or legal issues.

**TALK TO STAFF** - If you are not happy about the way you are being looked after, you may want to talk about how you are feeling, and staff will be here to listen and will write down what is making you unhappy, or you can write it down.

Once again **welcome to Rhos Cottage**, we hope you settle in quickly and enjoy your time with us!



CIW conduct our annual inspections. Their core mission is to register, inspect, and take action to enhance the quality and safety of services for the well-being of the people of Wales. CIW plays a crucial role in ensuring the quality and safety of care services across Wales, promoting transparency, and supporting continuous improvement.

Telephone: 0300 7900 126 Opening times are: Mon-Thurs 9-5 Fri 9-4.30. Closed Saturday and Sunday.

E-mail: [CIW@gov.wales](mailto:CIW@gov.wales)

Twitter - @Care\_wales

Facebook - Care Inspectorate Wales



**Comisiynydd  
Plant Cymru**

Children's  
Commissioner  
for **Wales**

The Children's Commissioner for Wales is a position that champions the rights of children and young people in Wales. The current Children's Commissioner is Sally Holland. Rocio Cifuentes is also mentioned as the Children's Commissioner for Wales, whose job is to tell people why children's rights are so important and to look at how the decisions made by public bodies in Wales, including Welsh Government, affect children's rights.

You can contact them on the details below

Telephone: 01792 765600 the lines are open Mon-Fri 9-5, closed on bank holidays.

Email: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

## **Public Service Ombudsman for Wales**

**The Public Services Ombudsman for Wales (PSOW)** is an independent office that investigates complaints related to alleged service failures by various public bodies in Wales.

The PSOW investigates complaints from members of the public regarding issues with Welsh public services, including: Welsh Government, Local authorities, Local health boards, Police and Crime Commissioners.

### How to Complain:

If you're unhappy with Welsh public services, councillors, or care, you can file a complaint with the PSOW. Complaints can be submitted online, via email, phone, or by post.

Contact Information: Phone: 0300 790 0203 (available during specific hours) Our phone line is open from 10 am to 12:30 pm and 1:30 pm to 4 pm. If you have any specific concerns or need assistance, feel free to reach out to them using the provided contact details