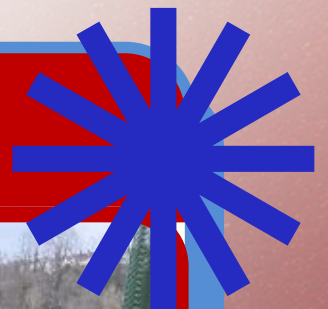




RESIDENCE HANDBOOK



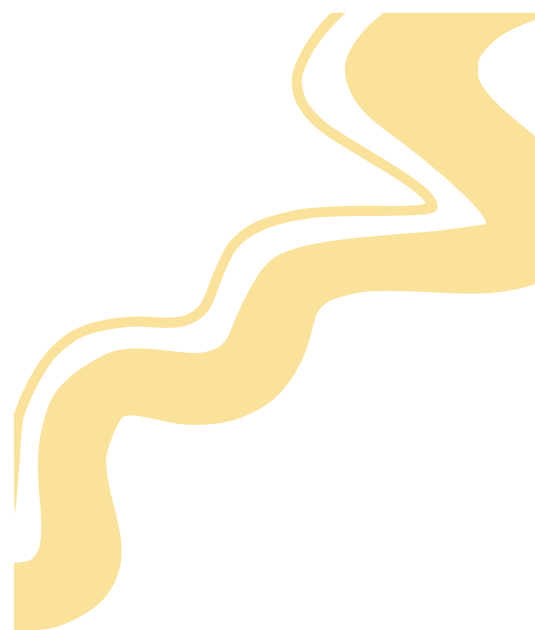
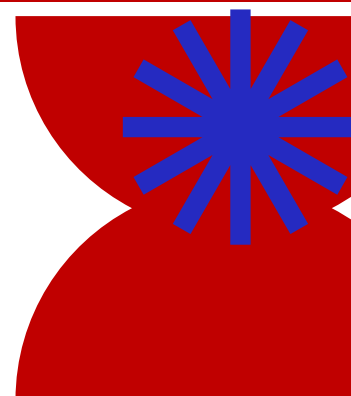
Helping our pupils grow in
independence, confidence
and everyday skills
through steady routines,
kind support and
consistent care.





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WELCOME MESSAGE



At Ysgol Hendrefelin, our residential provision is built on a simple belief: every young person can thrive. Within our residence, we create a safe, nurturing and structured environment where learners feel comfortable, respected and at home.

Our staff know each learner as an individual. They provide consistent care, thoughtful support and meaningful opportunities that promote independence, confidence and wellbeing. We work closely as a team, ensuring that every learner feels secure, valued and encouraged to reach their potential beyond the school day.

We believe that strong partnerships are essential. Families are an important part of our residential community from the very beginning, and we maintain open, positive communication to support each learner's development. We also work collaboratively with external agencies to ensure continuity of care and the best possible outcomes for our young people.

We are proud of the warm, inclusive and supportive community we have created within our residence, and we look forward to welcoming you.

Mr Ryan Duford

Acting Headteacher / Responsible Individual (RI)

“

Having worked at Ysgol Hendrefelin for over 10 years, I can honestly say it is a happy, caring, and supportive place to work and learn. As one of the Managers of the Residential Unit, I am proud to lead a team that is dedicated to ensuring every pupil feels safe, cared for, valued, and listened to.

Our residential provision offers a nurturing environment where pupils can develop their confidence, independence, and life skills. Our aim is to help every young person leave us feeling prepared and ready to take on the opportunities and challenges of the outside world.

We believe that learning should be enjoyable, and our enrichment activities provide pupils with exciting opportunities to learn, grow, and have fun while developing important skills for the future.

I look forward to welcoming you to our residential unit

Mrs Leanne Howells - Residential Unit Leader

”

“

It is incredibly rewarding to work in one of only five special school residential settings in Wales, providing meaningful opportunities that help pupils become more independent while celebrating their individual achievements along the way. It's so lovely to see our boys and girls grow in confidence, develop new life skills, and achieve things they might not have thought possible. No two days are the same in the unit and that makes for an exciting experience for both pupils and staff alike. I really look forward to welcoming you into the residential unit and being part of your story, just as you will be a part of ours.

Mrs Charlotte Soper - Residential Unit Leader

”

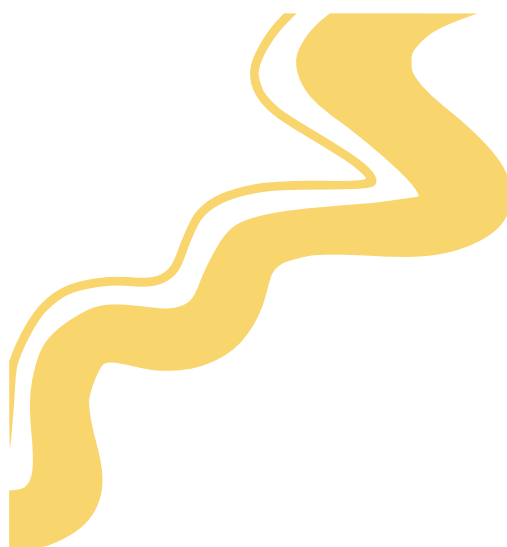


Welcome

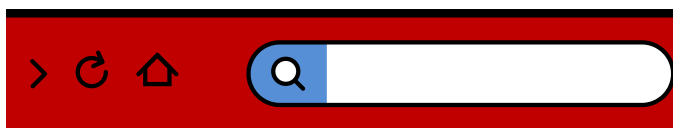


About Us

Welcome to our residential unit, a safe, nurturing, and supportive environment designed to meet the individual needs of every young person in our care. We are committed to providing a structured yet homely setting where pupils can develop independence, build confidence, and feel valued and understood. Our experienced and dedicated staff work closely with each child, their families, and the wider school team to ensure a consistent, personalised approach that supports both educational and personal development. Through a balance of routine, engaging activities, and tailored support, we aim to create a positive living experience where every pupil can thrive, feel secure, and reach their full potential.



The residential unit is available to all pupils of Ysgol Hendrefelin in years 8-11 (a year 7 pupil will be considered in exceptional circumstances) on a voluntary basis and can be accessed by referral from any member of the school staff, guardians and pupils themselves. Parents/carers, pupils and school must all consent to the residential placement as stakeholders in the pupils' development and care.





REGULATORY BODIES

CARE INSPECTORATE WALES &
SOCIAL CARE WALES

The Unit is regulated and inspected by Care Inspectorate Wales (CIW) under the Regulation and Inspection Social Care (Wales) Act 2016 (RISCA). Details of our last inspection can be found on the CIW website should you wish to read it.

All staff members are enrolled onto the Disclosure and Barring Service (DBS) update service as a condition of employment and are also required to register with Social Care Wales.

Social Care Wales work with people who use care and support services and organisations to lead improvement in social care in Wales.

It is your right to contact either organisation should you have a concern relating to the service we provide. Please see below for contact details.



www.careinspectorate.wales

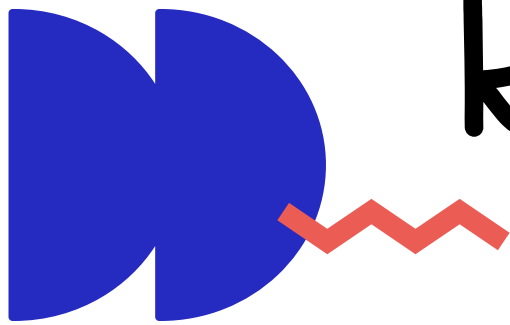
Telephone: 0300 790 0126



Gofal Cymdeithasol Cymru
Social Care Wales

www.socialcare.wales

Telephone: 0300 303 3444



RESIDENCE STAFF

We currently have two full time Residential Unit Leaders who organise and oversee the daily running of the unit. We also have an Assistant Unit Leader in place, to ensure the unit has a senior member of staff on site at all times.

If you would like to meet our team before your child starts at the unit, please contact us to discuss this.



Charlotte Soper
Residential Unit Leader



Leanne Howells
Residential Unit Leader



Rebecca Lugg
Assistant Unit Leader

Activity Leaders

We are very lucky to have 10 wonderful activity leaders who join the management team on shift throughout the week, supporting pupils both practically and emotionally. All activity leaders work full time in the main school and are skilled in providing inclusive support for pupils with a broad range of additional learning needs and ASD.

Key Worker System

Each pupil will be assigned a key worker upon admission. This member of staff will be responsible for completing reports on the pupil, reading weekly and ensuring pupils are achieving their individual targets.

One Night Staff

Each night there will be a Night Sitter on duty along with two additional staff members who carry out 'sleep in' duties. So if there are any issues in the night, there's plenty of staff around to offer support and reassurance.

RESIDENTIAL UNIT PUPIL CHARTER

We understand that starting residence may be a totally new experience and challenge for you. Therefore we have outlined some small guidelines to help you settle.



Our main priority is to care for you and make sure you feel safe, valued, and listened to. We respect the views of all young people and want you to feel confident that your voice matters. By working together as a team, we can create a positive environment where everyone feels supported and able to achieve their best



As a team, we always try to be patient, kind, and understanding. If you're not feeling your best, just let us know, we're here to help and support you



It is important to us as a team that you feel comfortable talking to us, so we can work together to overcome any challenges or difficult situations you may face



We are all individuals with our own views and beliefs—that's what makes each of us unique. It's important that we respect and value each other's differences

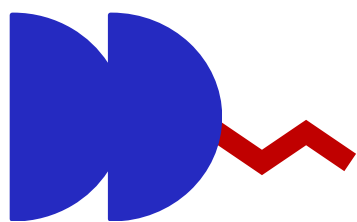


Bullying is not acceptable, we are a team and have a zero tolerance on abusive language towards one another, fighting, threatening behaviour & cyber bullying



We do our best to make the residential areas as homely as possible for you, therefore we appreciate you looking after it and support staff in keeping it presentable as well as doing our best to respect one another and ourselves

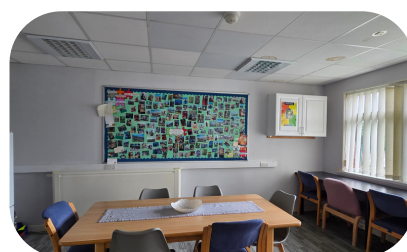
Be Positive. Be happy. Enjoy the Experience.



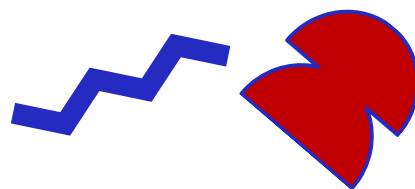
OUR FACILITIES

In the Residential Unit we have fantastic facilities that allow our pupils the best chances of developing the skills needed for future Independent living.

Our communal kitchen area provides pupils with a welcoming space to develop independence and practical life skills in a supportive environment. Pupils are encouraged to prepare their own drinks and safely store their personal snacks, helping to build confidence and responsibility. The kitchen is also equipped with a washing machine and tumble dryer, offering valuable opportunities for pupils to learn how to wash, dry, and care for their own clothing. With guidance from staff, these everyday tasks become meaningful learning experiences that support the development of essential life skills for greater independence both in school and beyond.



Our television lounge is a comfortable and welcoming space where pupils can relax and unwind. It is equipped with a widescreen smart television and a DVD player, offering a range of entertainment options to suit different interests. The cosy setting encourages social interaction as well as quiet time, helping pupils to feel at home while enjoying their leisure time in a safe and supportive environment.



FACILITIES...

We have six bedrooms within the residential unit, with three located along each corridor, creating a calm and organised living environment. Each bedroom is thoughtfully decorated in an individual, child-friendly style to help pupils feel comfortable and at home. Where appropriate, pupils may choose to share a bedroom, ensuring that this arrangement is agreed upon and that both pupils feel happy and supported. This flexible approach helps to meet individual needs while promoting a sense of belonging and comfort.



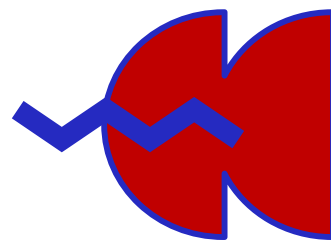
Our art room and gaming room provide engaging spaces for pupils to enjoy a range of indoor activities during quieter times of the day. These areas are designed to support creativity, relaxation, and social interaction in a calm and structured environment. Whether pupils choose to take part in arts and crafts or enjoy gaming activities, both rooms offer opportunities to unwind while developing skills, sharing interests, and building positive relationships with others.



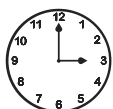
We have three separate wash areas within the residential unit, designed to meet a range of needs and promote independence. These include a communal shower block, a single shower room for more individual use, and two private bathrooms. Each space is maintained to a high standard, providing a clean, safe, and comfortable environment where pupils can develop personal care routines with appropriate support and privacy.



ROUTINES



After School Routine



3pm-4pm - At the end of the school day, a member of the residence team will come and greet you from the yard. Once you are in the residence unit, you will change into more casual clothes, make your bed & put your laundry in the wash before heading down to the canteen for tea.



4pm-7:00pm - Evening activities take place following food, however we may need to leave earlier or later, depending what has been planned.

Evening Routine



7:00pm-8:00pm - Now is the time to take care of your personal hygiene needs. You can choose to shower or bath and wash your hair. We have a dedicated area for hair drying to take place. Hairdryers and towels are provided by the unit.

Morning Routine



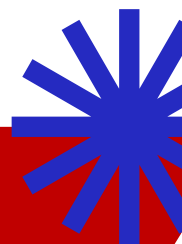
7:30am -8am - If you are not already awake then staff will give you a wakeup call to allow you enough time to get ready for school. You wake up and have a shower. If you have any preferences then you can let staff know so they can start your day off well.



8am-8:30am - This time is spent having breakfast, getting dressed and packing ready for school. The staff on duty are here to support you in completing your morning routine however will encourage you to complete them independently.



8:30am - Leave residence and go to school.

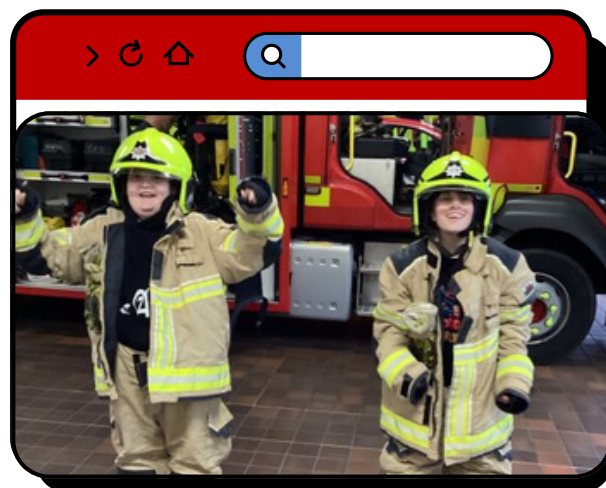


ACTIVITIES



Activities are designed not only to be enjoyable but also to support the development of key life skills and independence. Pupils are encouraged to take part in tasks that promote decision-making, problem-solving, communication, and teamwork, helping them build confidence in everyday situations. Activities such as cooking, organising personal belongings, managing time, and taking responsibility for personal care all contribute to greater independence. With guidance and encouragement from staff, pupils are supported to try new experiences, develop practical skills, and build the confidence they need to become more self-reliant both within the residential setting and beyond.

We actively encourage pupils to share their ideas and interests during our regular pupil meetings, ensuring that their voices are heard and valued. By involving pupils in planning activities, we help to build confidence, communication skills, and a sense of ownership over their time in the residential setting. This approach promotes independence and decision-making, as pupils learn that their opinions matter and can shape their experiences. It also helps staff to provide activities that are meaningful, engaging, and tailored to individual needs and preferences.



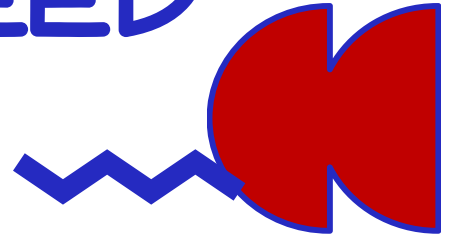
Some of the activities we participate in are:

- Swimming
- Gym
- Cycling
- Theatre trips
- Parks
- Variety of Sports
- Arts & Crafts
- Cinema
- Bowling
- Woodland Walks
- Beach trips
- Therapies - ELSA, Sensory room
- Cooking

We are always looking for new activity ideas, so if you have any suggestions, we would love to hear them!



WHAT WILL I NEED TO BRING?



We recognise that bringing in home comforts can help you settle in more easily and feel relaxed and at home within the residential unit, but please don't forget the...



Essentials

A named toiletry bag with the following toiletries:

- Shampoo and conditioner
- Toothbrush
- Toothpaste
- Shower Gel

Pyjamas

Change of underwear

Change of casual clothing

£4 snack money for each session

Extras

- Dressing gown
- Slippers (these come in very handy if we ever have a fire alarm going off!)

Spending snack Money



Each session, pupils have the opportunity to visit a shop to purchase snacks using their own spending money. This helps to build confidence when interacting with members of the public, while also developing important skills such as handling money and budgeting. It also gives pupils a sense of independence and achievement. Pupils are allowed to purchase one snack and a sugar free drink of their choice.



FREQUENTLY ASKED QUESTIONS

Who will look after me?

We have 3-4 members of staff on duty each evening, some of which you may already know from school, who will do their best to make residence a fun and enjoyable experience for you.

Can I bring my phone or tablet?

We try to discourage pupils from bringing these items into residence as they cost a lot of money and may prevent pupils from taking part fully in the evening's activities. However, if you do bring a phone in with you, we ask that it is kept in the staff office overnight to ensure you get a good night's sleep.

What if I want to speak to my guardians?

You can them anytime from the residence office and be reassured that staff are here to support you anyway we can to make your time in residence as fun and stress free as possible.

What if I don't like it?

If you've given everything a try and feel that you don't want to be in residence anymore, then that's ok. Please just inform one of the staff members and we will support your decision and help any way we can.

If you have a question that we have not yet answered, please contact us and we will do our best to help you with this.

WHAT OTHERS SAY ABOUT US...

Want to know what the residential unit is really like? Hear it straight from pupils and their loved ones — they'll show you just how fun, exciting, and unforgettable it can be!



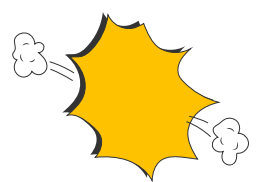
Kyan has benefited enormously from his time at the Residential Unit. Since attending, he has developed many valuable life skills and has grown in confidence and independence.

Most importantly, he absolutely loves being there. He looks forward to his stays and always comes home happy, proud of himself, and eager to share what he has been doing. We are so grateful for the positive impact the Residential Unit has had on his development and wellbeing.

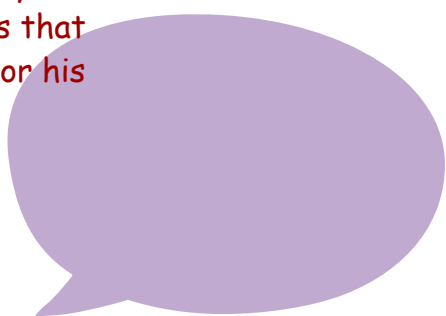


"I have enjoyed trying new things and having new experiences. My fav was when we went skateboarding!"

One of the biggest achievements has been his ability to stay away from home overnight. Previously, he was unable to sleep out, but with the support and encouragement of the Residential Unit, he has made amazing progress and now happily stays one night a week. This has greatly increased his confidence and independence.



My child has learned practical everyday skills such as managing and spending his own money, washing dishes, helping with household chores, and taking more responsibility for himself. These are skills that will be very important for his future



Thank you to all the staff for their continued support, care, and encouragement. The difference you have made to my son's confidence, independence, and happiness is truly appreciated.

POLICIES & PROCEDURES

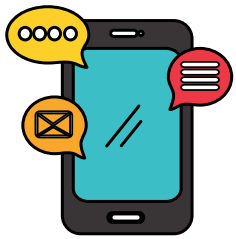
You can find our policies on the school website. Paper copies can be provided to you upon request....

www.ysgolhendrefelin.co.uk



While we aim to create a fun, relaxed, and homely environment, it is essential that we have clear policies and procedures in place to ensure the safety and wellbeing of everyone in our care.

The majority of our policies and procedures are aligned with those of the main school, ensuring consistency, clarity, and a shared approach to safeguarding and wellbeing.



Mobile Phones & Electronic Devices POLICY

Although we encourage pupils to leave expensive gadgets at home and focus on screen-free socialising, we provide a short, supervised period of 30 minutes each evening for pupils to use their electronic devices in an appropriate and safe setting. Any misuse of mobile phones or electronic devices will result in the pupil not being permitted to bring these items to future residential sessions

Items are kept securely in the staff office at all times, except during the allocated 30-minute period when they are in use



Medication POLICY

All of our staff complete appropriate medication training before administering any medication within the unit. If your child requires medication, a medication consent form must be completed and returned before staff are able to administer it. Pupils must not have access to their own medication at any time. We ask that all medication is handed to the taxi escort or school staff, who will then pass it to the residential team. All medication must be in its original packaging, with a clear and readable pharmacy label stating the pupil's name, the name of the medication, and the required dose and frequency. Staff at the unit will inform you when medication stocks are running low for you to send more in. Medications will not be accepted unless they are in their original packaging, as this is essential to ensure the safety of both the pupil and the staff member administering them.

COMPLAINTS POLICY EXPLAINED



Ysgol Hendrefelin Residential Unit is committed to addressing complaints effectively and fairly. We promote respectful relationships and have a zero-tolerance approach to bullying or harassment.

- The complaints procedure supports our commitment and is a way of ensuring that anyone with an interest in the school/residential unit can raise a concern, with confidence, that it will be heard and, if well-founded, addressed in an appropriate and timely fashion.

Complaints are usually resolved through a three-stage process:

1

Stage A: Raise the concern with the Residential Unit Leader or Deputy. If the complaint involves the Residential Unit Leader, contact the Headteacher/Responsible Individual (RI).

2

Stage B: If unresolved, submit a written complaint to the Headteacher/RI (or Chair of Governors if the complaint concerns the Headteacher), ideally within five school days.

3

Stage C: If still unresolved, refer the matter in writing to the Chair of Governors for review by the complaints committee, within five school days. A meeting will usually take place within 15 school days.

You may be supported by a companion throughout the process, and pupils may have someone speak on their behalf if appropriate.



Our Commitment to you

We are committed to ensuring all complaints are handled in a fair, unbiased, and respectful manner.

If you wish to make a complaint, please refer to the full complaints policy which can be found on our website and can be provided by school office staff upon request



STAFF GALLERY...!!!

BECAUSE WE BELIEVE IT IS IMPORTANT FOR FAMILIES AND PUPILS TO BE ABLE TO PUT A FACE TO THE NAME OF THE PEOPLE WHO CARE FOR AND SUPPORT THEM EACH DAY



Tina Darvell



Tracey Mercer



Katie Macphail



Alexandra O'Leary



Gemma Evans



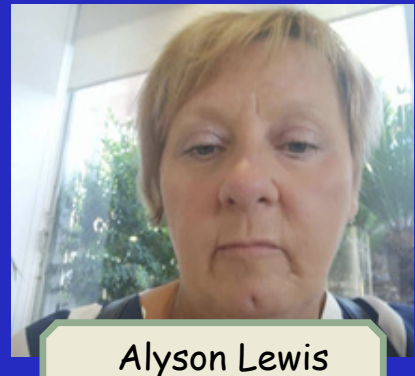
Fiona James



Daniel Suter



Joanne Davies



Alyson Lewis



Nicole Steenekamp



Joseph Jacobs



Dafydd Duford