Section 1: About the provider

Service provider	Better Days Care	
Address of service provider	The registered address is Shillings Care, 172 Corporation Rd, Newport, NP19 0DQ The service address is 50 A & B, The Crescent, Caerphilly, CF83 2SW	
Legal entity	Individual	☐
	Limited company	■
	Public limited company	☐
	Limited liability partnership	☐
	Charitable company	☐
	Charitable incorporated organisation	☐
	Other corporate body	☐
	Committee	☐
	Charitable trust	☐
	Other unincorporated body	☐
	Local Authority	☐
	Local Health Board	☐
	Partnership	☐
Responsible individual	*Rebecca Gillard*	
Manager of service	*Samantha Brown*	
Name of service	*Better Days Care*	
Address of service	*50 A & B, The Crescent, Caerphilly, CF83 2SW.*	

Section 2: Description of the location of the service

a) Accommodation based services

Section 2: Description of the location of the service

- *a) Accommodation based services*
- *The home is situated in a quiet, established residential area that offers a safe and welcoming environment for individuals.*

- *We are well-connected to the wider community, with frequent bus links nearby, empowering individuals with the independence and opportunity to access local amenities and socialise within the community. This supports people to access ordinary community life in line with well-being principles under Welsh legislation.*
- *The location is ideal for promoting wellbeing and active living. Essential services, including a GP surgery, dentist, and pharmacy, are all within close walking distance, ensuring healthcare needs can be met promptly. Additionally, the local area boasts recreational facilities such as public parks and a leisure centre complete with a swimming pool and gym, supporting physical health and social engagement.*
- *Premises and Accessibility:*
- *The property features a private driveway at the front for safe drop-offs and parking. To the rear, there is a large, enclosed garden which is accessible from both sides of the home. We have ensured that our outdoor space is inclusive; the garden is fully wheelchair accessible, allowing all individuals to enjoy the fresh air and outdoor activities safely.*
- *Internal Layout:*
- *Internally, the home is designed to offer both communal interaction and personal space. The layout includes:*
- *Two separate lounges: Providing distinct areas for relaxation, socialising, or quiet time, allowing each individual a free choice in how they spend their day.*
- *Two separate kitchens: Facilitating meal preparation and supporting the development of independent living skills.*
- *Dining area: A dedicated space for shared meals and social interaction.*
- *Two downstairs utility rooms: Supporting laundry and household management tasks.*
- *Two downstairs cloakrooms: Each equipped with a toilet and sink for convenience and accessibility.*
- *The environment is maintained to a high standard to ensure it feels like a true home rather than an institution, aligning with our commitment to providing dignity and comfort.*

(tick the area where the service is provided)	
Gwent regional partnership board	☐
North Wales regional partnership board	☐
Cardiff and Vale regional partnership board	☐
West Glamorgan regional partnership board	☐
Cwm Taf Morgannwg regional partnership board	☐
West Wales regional partnership board	☐
Powys regional partnership board	☐

Section 3: Range of needs of the individuals for whom the regulated service is to be provided

a) Range of needs we can support

Better Days Care is a small, person-centred residential care home that supports up to four young adults with learning difficulties and autism. The service is designed to provide a supportive, structured, and nurturing environment that enables individuals to lead fulfilling and meaningful lives.

The individuals supported at Better Days Care may present with a range of needs, including but not limited to:

- Autism Spectrum Conditions – including individuals with sensory processing needs, social communication difficulties, and the need for consistent routines and structure.
- Mild to Moderate Learning Disabilities – requiring varying levels of support with daily living tasks, communication, and community engagement.
- Behaviours that Challenge – including support for individuals who may display behaviours as a form of communication due to unmet needs, anxiety, or difficulty understanding situations.
- Mental Health Needs – such as anxiety, low mood, or co-existing emotional or psychological difficulties that require a supportive, low-stimulus environment.
- Communication Needs – including non-verbal communication and the use of alternative communication methods such as PECS, Makaton, or visual aids.
- Support with Daily Living Skills – including personal care, budgeting, cooking, and developing independence skills.
- Health and Wellbeing Needs – including epilepsy, mild physical disabilities, or other long-term conditions that require ongoing care planning and monitoring.

Each resident's needs are assessed individually, and support is tailored through a person-centred care plan developed in collaboration with the individual, their family (where appropriate), and professionals involved in their care.

Exclusions - Better Days Care does not provide nursing care and is not suitable for individuals whose primary need is nursing or age-related frailty.

b)	Age range of people using the service	18+
c)	Gender of people using the service	Male and Female
d)	Accommodation based services only	Maximum Capacity In our setting, 4 is the maximum number of people who can be accommodated.

Section 4A: How the service is provided (accommodation based services and domiciliary support services only)

Better Days Care is a small, specialist residential care home providing person-centred support to young adults with learning disabilities and autism and physical disabilities. The approach is based on promoting independence, respect and the development of everyone's strengths and interests. The service is committed to providing a homely, inclusive environment where each individual is supported to live a full and meaningful life. This approach is consistent with the

principles of the Regulation and Inspection of Social Care (Wales) Act 2016 and the Social Services and Well-being (Wales) Act 2014.

Person-Centred Support and Community Engagement

Better Days Care supports individuals in developing practical life skills, building and sustaining meaningful relationships, engaging in activities they enjoy, and participating fully in their local community. The service places strong emphasis on understanding everyone's unique needs, preferences and aspirations, and tailoring support to reflect these. All staff complete regular mandatory training in areas such as safeguarding, health and safety, infection control, medication, fire safety and first aid, complemented by bespoke in-house learning relevant to the individuals we support.

The team works in partnership with individuals, their families and involved professionals to ensure each person's voice is heard and that they remain central to all decisions about their care and support. Individuals are actively encouraged and supported to pursue education, employment or volunteering opportunities that align with their personal goals and interests.

Staffing and Training

Better Days Care recognises that the quality of care is directly linked to the quality of the staff team. The service is committed to employing experienced, skilled and compassionate staff who share its values. All staff receive regular mandatory training, together with bespoke in-house learning tailored to the specific needs of the individuals we support, including autism awareness, positive behaviour support (PBS) and communication approaches such as Makaton and PECS.

The service is committed to meeting individuals' communication needs and, wherever possible, seeks to employ staff who can communicate in Welsh or other preferred languages of the individuals using the service.

Promoting Safety, Rights and Independence

Ensuring people feel safe, respected, and valued is a core priority. We maintain strong safeguarding practices and create a culture of openness and trust. All staff are trained in safeguarding and are supported to confidently identify and report concerns. Any restrictions are kept to the least restrictive option and are regularly reviewed.

We uphold the rights of individuals as citizens and ensure their dignity, privacy, and freedom of choice are respected. Where a person lacks capacity, we work in partnership with families, advocates, and professionals to make decisions in their best interests, in line with the Mental Capacity Act (2005) and using Deprivation of Liberty Safeguards (DoLS) where required to ensure least-restrictive, lawful support.

Care Planning and Responsive Support

Every individual at Better Days Care has a personalised care plan, developed through a thorough assessment and regular consultation with them and/or their representatives. These plans outline specific health, personal care, and social support needs, including any risks and strategies for safe support

Plans are reviewed monthly by the Registered Manager, updated as needs change, and are presented in a way that is accessible to the individual. Where possible, plans are agreed and signed by the person receiving care or their representative. Plans are presented in a way that is accessible to the individual (e.g., easy-read or pictorial formats) wherever possible.

We aim to be responsive and flexible, recognising that support needs may change over time.

This includes working collaboratively with external health and social care professionals to provide appropriate palliative or end-of-life care when needed.

Well-being and Activities
At Better Days Care, individuals are supported to take part in a wide range of meaningful activities both within the home and in the wider community based on their preferences and support needs. These may include:
-Arts and crafts
-Cooking and baking
-Walks, gym sessions, or other physical activities
-Attending day centres, clubs, or volunteering
-Music sessions, games, and film evenings
-Educational or leisure classes
-Trips out and holidays (where appropriate and agreed)

We respect the choice of individuals who may prefer quiet or solitary activities and will always support them to engage in their preferred way.
A full risk assessment is completed for any individual wishing to go out independently, to ensure their safety while supporting their autonomy.

Smoking Policy
Smoking is not permitted inside the home. A designated smoking area is available in the back garden, with appropriate facilities for safe disposal.

Quality and Accountability
Better Days Care operates internal and external quality assurance processes to maintain high standards of care. We regularly audit our service, gather feedback from individuals and families, and engage in reflective practice and continuous improvement.

Our policies and procedures comply with the Mental Capacity Act (2005), Mental Health Act (1983), Data Protection Act (2018), and all relevant regulatory frameworks. We promote a learning culture where staff are encouraged to reflect on practice, share learning, and seek continuous improvement.

At the heart of our service is a commitment to dignity, respect, safety, and opportunity for every person we support.

Referral Process

Referrals to Better Days Care must be made in writing by the Local Authority Care Manager or another relevant commissioning professional representing the prospective individual. All referral documentation should be forwarded directly to the Registered Manager for consideration.

A comprehensive needs assessment must be completed by the placing authority to determine whether Better Days Care can appropriately meet the individual's assessed needs. This assessment also forms part of our internal admissions process and is required prior to any offer of placement.

Eligibility Criteria
Better Days Care accepts referrals for young adults with learning disabilities and autism and physical disabilites who may also present with associated support needs such as

communication differences, sensory sensitivities, or behaviours that challenge. The home does not currently accept referrals for individuals in the older persons category or those with primary mental health conditions unrelated to a learning disability or autism diagnosis.

Introductory Visits and Pre-Admission Planning
Following receipt of the referral and assessment, an introductory visit will be arranged by the Manager. This visit provides the individual and their representatives with the opportunity to view the home, meet staff and other residents, and discuss how their needs and preferences can be supported.

During the visit, we will:
-Explore the individual's care, support, communication, sensory, and behavioural needs.
-Identify any reasonable adjustments that may be required to support successful placement.
-Begin co-producing a transitional person-centred care plan and risk assessments.

Conditions for Offering Placement:
A placement at Better Days Care will be offered based on the following conditions:

-A successful introductory visit and mutual agreement that the home is suitable.
-Receipt of a full and up-to-date Care Needs Assessment.
-Confidence from the care team that the individual's needs can be safely and effectively met.
-Development of a draft transitional care plan to support initial settling-in.
-Trial Period and Keyworker Allocation

All initial placements are offered on a three-month trial basis, during which the Manager will assess the suitability of the placement as a long-term arrangement.

During this time:
The individual will be allocated a keyworker, who will support their transition into the home.
-A person-centred plan will be co-produced with the individual and/or their representative.
-Risk assessments and support guidelines will be developed and regularly reviewed.
-A review meeting will take place near the end of the trial to confirm long-term suitability.

Advocacy and Inclusion

Where an individual has an appointed advocate, they are actively involved in the admission, care planning and review processes. Advocates ensure the individual's voice is heard, decisions are made in their best interests, and that cultural, religious and language preferences are fully acknowledged and respected.

Emergency Admissions
On occasion, Better Days Care may be asked to accommodate a young person in an emergency. In such cases, it may not be possible to carry out a full introductory period or transition plan. However:

A rapid but comprehensive assessment will be carried out by the Manager and senior staff, in collaboration with the social worker and other relevant professionals.

The individual must meet our eligibility criteria and present needs that can be safely managed by the team.

A temporary transitional care plan will be developed to ensure appropriate support from the point of arrival.
Emergency placements will be reviewed regularly, and additional input from external professionals will be sought as necessary.

Emergency Respite Placements
If a young adult is admitted for emergency respite, Better Days Care will ensure that:

A full short-term care plan is developed collaboratively with external professionals.

The individual receives safe and appropriate care throughout their stay.

Risk assessments and health needs are promptly addressed.

A discharge plan is agreed in advance where possible.

At Better Days Care, we fully support the Active Offer by ensuring that all documentation is readily available in both Welsh and English without individuals needing to request it. We have Welsh-speaking staff available to support communication in the preferred language of each individual. All signage and written materials within the home are bilingual, promoting inclusivity and accessibility.
We celebrate Welsh culture, language, and traditions through regular activities and events that help create a welcoming and culturally rich environment for everyone. As part of our commitment to person-centred care, we ensure that language preferences are clearly documented in everyone's care plan and that their communication needs are met in a respectful and meaningful way. This approach is consistent with expectations for Welsh language provision in regulated care services in Wales.

Section 5: Staffing arrangements

Numbers and qualifications of staff	Responsible Individual (RI) Rebecca Gillard Role and Responsibilities: The Responsible Individual provides strategic oversight of the service and ensures compliance with the *Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017*. The RI ensures the service is safe, well-managed, and delivers high-quality, person-centred care. The RI's responsibilities include:

- Monitoring the quality and safety of the service through regular oversight and monthly visits
- Supporting and supervising the Registered Manager
- Ensuring sufficient numbers of suitably qualified, competent, and experienced staff are deployed
- Ensuring policies, procedures, and regulatory requirements are adhered to
- Safeguarding individuals from harm and ensuring appropriate action is taken in response to incidents
- Ensuring statutory notifications are submitted to relevant authorities, including CIW
- Seeking and responding to feedback from individuals, families, staff, and professionals to drive continuous improvement

Registered Manager

Samanatha Brown (Registered with Social Care Wales)

Role and Responsibilities:
The Registered Manager is responsible for the day-to-day management of the service, ensuring the delivery of safe, effective, and person-centred care in line with regulatory requirements and best practice.

Key responsibilities include:

- Managing the daily operations of the home
- Ensuring individuals' needs are met through effective care planning and review
- Leading, supervising, and supporting staff, including recruitment, training, and development
- Ensuring appropriate staffing levels are maintained at all times
- Maintaining compliance with CIW regulations and standards
- Overseeing risk assessments, safeguarding practices, and health and safety
- Managing staff rotas and deployment
- Working collaboratively with individuals, families, and external professionals

Senior Carer

1 x Senior Carer

Role and Responsibilities:
Senior Carers support the Registered Manager in the day-to-day running of the service and provide leadership to the care team in the managers absence.

Responsibilities include:

- Supervising care staff and overseeing daily practice
- Supporting staff development, mentoring, and competency
- Ensuring care is delivered in line with individual care plans
- Promoting a positive, person-centred culture
- Supporting effective communication within the team

Care Staff

9 x Care Staff

Role and Responsibilities:
Care staff provide direct support to individuals, ensuring their needs are met in a respectful, safe, and person-centred manner.

Responsibilities include:

- Supporting individuals with personal care, daily living tasks, and activities
- Promoting independence, dignity, and choice
- Following care plans and risk assessments
- Maintaining accurate and up-to-date records
- Identifying and reporting concerns, including safeguarding issues
- Working collaboratively as part of a team
- Participating in mandatory and ongoing training

Staff Qualifications and Training

All staff are required to hold, or be actively working towards, a recognised qualification in Health and Social Care, in line with regulatory expectations:

- Care staff will hold or be working towards a Level 2 Diploma in Health and Social Care (or equivalent)
- Senior care staff will hold or be working towards a Level 3 Diploma in Health and Social Care (or equivalent)
- The Registered Manager will hold an appropriate Level 5 qualification in Leadership and Management in Health and Social Care

All staff are:

- Registered, or required to register, with Social Care Wales within required timescales
- Supported through induction in line with the All-Wales Induction Framework
- Required to complete mandatory training, including safeguarding, medication, health and safety, infection control, and autism awareness
- Provided with ongoing training and continuous professional development opportunities

This ensures that staff have the necessary skills, knowledge, and competence to deliver safe, effective, and person-centred care.

Management and Team Approach to Compliance

The Responsible Individual, Registered Manager, and Senior Carer work collaboratively to ensure the service remains fully compliant with regulatory requirements and delivers high-quality care.

- The Responsible Individual provides strategic oversight, monitors quality through regular visits, audits, and review of reports, and holds the Registered Manager accountable for service performance
- The Registered Manager implements policies, procedures, and regulatory requirements in day-to-day practice, ensuring staff are appropriately trained, supervised, and supported
- The Senior Carer ensures that care practices are consistently applied on shift, monitors staff performance, and provides immediate guidance and support to maintain standards

	This collaborative approach ensures: • Clear lines of accountability and leadership • Consistent implementation of policies and procedures • Effective communication across all levels of the staff team • Prompt identification and response to risks, incidents, and areas for improvement • Either the RI or the Manager is always available on call • Regular team meetings, supervision sessions, audits, and feedback mechanisms support continuous monitoring and improvement, ensuring the service remains safe, effective, and responsive to the needs of individuals.
Staff levels	In line with Regulation 21, staffing levels are needs-led and are determined by the number of individuals living at the service. Individual dependency levels identified through care and support plans and risk assessments Communication needs, sensory sensitivities, and behavioural support requirements Health, mobility, and personal care needs
Specialist staff	No specialist staff have been employed to date. All staff will be trained to provide the best person-centred care.
Deployment of staff at the service	The service operates as a small, accommodation-based residential care home providing support for up to four young adults aged 18–25 with learning disabilities and autism. Staffing is organised to ensure that all individuals receive safe, effective, and person-centred care at all times. Staffing arrangements are determined, implemented, and regularly reviewed in line with Regulation 21 (Staffing) of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017. This ensures that: • Sufficient numbers of suitably qualified, competent, skilled, and experienced staff are on duty at all times • Staffing levels are responsive to the assessed needs of individuals

- Staff are appropriately deployed across the service to maintain safety, oversight, and quality of care

Accommodation Layout and Oversight

The home is arranged as a single residential unit, comprising individual bedrooms, shared communal living areas, kitchen and dining facilities, and outdoor spaces. Staff are deployed across the environment in a manner that ensures effective oversight of all areas while promoting individuals' privacy, dignity, and independence.

During the day and evening, staff are primarily based within communal areas to provide visibility, reassurance, and immediate support. Staff maintain a flexible approach, moving throughout the home in response to individuals' routines, preferences, and assessed support needs.

Staffing Levels and Ratios

In accordance with Regulation 21, staffing levels are needs-led and determined by:

- The number of individuals residing at the service
- Individual levels of need as identified in care and support plans and risk assessments
- Communication needs, sensory sensitivities, and behavioural support requirements
- Health needs, mobility, and personal care requirements

The standard staffing model is as follows:

- 08:00 – 14:00: 3 care staff
- 14:00 – 20:00: 3 care staff
- 20:00 – 08:00: 1 waking night staff and 1 sleep-in staff

Dependency-Led Staffing Adjustments

In line with Regulation 21(3), staffing levels are dynamic and subject to ongoing review. Adjustments are made promptly in response to any changes in individuals' needs to ensure continued safety and well-being.

Additional staffing may be deployed in circumstances including, but not limited to:

- Periods of increased anxiety, distress, or behaviours that may challenge
- Changes in health status or personal care requirements
- Transitions, new admissions, or significant life events

Where required, enhanced staffing arrangements, including one-to-one (1:1) support, are implemented to meet individual needs and to ensure the safety and well-being of all residents within the service.

This approach ensures that staffing remains responsive, proportionate, and fully aligned with regulatory requirements, while consistently supporting high-quality, person-centred care.

Staff Training

The service is committed to ensuring that all staff are appropriately trained, competent, and supported to deliver safe, effective, and person-centred care. A structured and comprehensive training programme is in place to meet statutory requirements, regulatory standards, and the individual needs of those living at the service.

- *Training arrangements are designed to support compliance with Regulation 21 (Staffing) and Regulation 18 (Care and Support) of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.*

Induction and the All-Wales Induction Framework

- *All newly appointed staff undertake a structured induction programme aligned with the All-Wales Induction Framework for Health and Social Care (or an equivalent framework), appropriate to their role.*
- *The induction process ensures that staff are introduced to the service's values, policies, and procedures, and develop the knowledge and skills required to perform their role safely and effectively. Staff will not work unsupervised until they have demonstrated the required level of competence.*

Mandatory Training

- *All staff are required to complete and regularly refresh mandatory training in line with legislative requirements, best practice guidance, and organisational policy. This includes:*
- *Safeguarding Adults*
- *Safeguarding Children (where applicable)*

- *Health and Safety*
- *Infection Prevention and Control*
- *Fire Safety*
- *First Aid (appropriate to role)*
- *Food Hygiene (where food is prepared or handled)*
- *Medication Management and Administration*
- *Moving and Handling (Manual Handling)*
- *Equality, Diversity and Human Rights*
- *Data Protection and Confidentiality*
- *Deprivation of Liberty Safeguards (DoLS) and/or Liberty Protection Safeguards (LPS) awareness*

Learning Disability and Autism-Specific Training

- *In addition to mandatory training, staff receive specialist training to support young adults with learning disabilities and autism. This includes:*
- *Autism awareness and autism-specific support approaches*
- *Understanding learning disabilities*
- *Communication strategies, including non-verbal communication and visual supports*
- *Sensory processing differences and sensory regulation*
- *Positive Behaviour Support (PBS)*
- *Supporting individuals whose behaviours may challenge*
- *Trauma-informed and person-centred care*
- *Promoting independence and life skills development*
- *Mental health awareness*
- *Training content is tailored to reflect the needs, preferences, and outcomes of individuals using the service, ensuring care is responsive and person-centred.*

Role-Specific and Specialist Training

- *Where required, staff receive additional training to meet specific individual needs. This may include:*
- *Delivery of prescribed healthcare routines*
- *Use of specialist equipment*
- *Implementation of behaviour support plans and risk management strategies*
- *Supporting individuals through transitions or significant life changes*

- *Staff are only permitted to undertake specialist or delegated tasks once appropriate training has been completed and competency has been formally assessed and recorded.*

Ongoing Development and Competency

- *The service promotes a culture of continuous learning and professional development. Training needs are identified through:*
- *Three-monthly supervision sessions*
- *Annual appraisals*
- *Observation of practice*
- *Changes in the needs of individuals*
- *Competency assessments are undertaken where appropriate, and refresher training is provided to ensure staff knowledge and skills remain current, effective, and aligned with best practice.*

Monitoring and Record Keeping

- *Accurate and up-to-date training records are maintained for all staff, including details of completed training, renewal dates, and outstanding requirements.*
- *The Registered Manager monitors training compliance to ensure that staff remain competent and that training provision continues to meet regulatory requirements and the evolving needs of the service.*

Section 6: Facilities and services

a) Number of single and shared rooms	*4 single rooms/none shared*
b) Number of rooms with en suite facilities	*0*
c) Number of dining areas	*1*
d) Number of communal areas	*2 lounges*
e) Specialist bathing facilities	*Two bathrooms, one bath / one shower*
f) Specialist equipment	
g) Security arrangements in place and use of CCTV	*External CCTV*

h) Access to outside space and facilities at this service	*The home has a well-maintained rear garden that offers both a paved area and a section of artificial grass. This provides a clean and safe outdoor space that can be enjoyed throughout the year. The garden is fully enclosed and easily accessible from the main communal areas, allowing people to use the space independently or with support as needed.*

Section 7: Governance and quality monitoring arrangements

Better Days Care is committed to strong governance and effective oversight to ensure the service delivers safe, high-quality, person-centred support for the young adults who live in the home. Our governance arrangements ensure that individuals' needs, wishes and outcomes remain central to everything we do.

Responsible Individual Oversight

- The Responsible Individual, Rebecca Gillard, provides clear leadership and maintains oversight of the management, quality, safety and effectiveness of the service. Her responsibilities include:
- Visiting the home at least monthly to monitor standards, review documentation, speak with individuals and staff, and observe daily practice.
- Reviewing incident reports, care records, risk management practices, staffing levels, safeguarding matters, and staff training compliance.
- Completing a monthly RI monitoring report and developing improvement actions where required.
- Holding monthly governance and performance meetings with the Registered Manager, Samanatha Brown.
- Ensuring the service complies fully with the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and is delivered in line with national guidance and best practice for supporting individuals with autism and learning disabilities.

Monitoring, Reviewing, and Improving Quality

We use a range of measures to monitor, review, and continuously improve the quality of care and support, including:

- Monthly RI visits and reports reviewing all aspects of service performance.
- Regular audits covering medication, care plans, safeguarding, incidents and accidents, training, infection control, and environmental safety.
- Outcome-focused care plan reviews for each individual to ensure their support remains person-centred and responsive to their changing needs.
- Quarterly service reviews involving feedback from individuals, families, staff, and external professionals.
- Quality Care Review (February and August) Report outlining strengths, areas for improvement, and planned actions for the year ahead.
- Improvement actions identified through audits and feedback are built into the service development plan.

Complaints Management

- Better Days Care has a clear and accessible complaints procedure. Individuals, family members, advocates, and professionals are encouraged to raise concerns openly. The service ensures:
- Complaints are acknowledged promptly and investigated fairly.
- The Registered Manager leads investigations, with the RI undertaking reviews of any serious or escalated concerns.
- Outcomes and actions are explained clearly to all involved.
- All complaints are recorded and monitored to identify patterns and opportunities for learning and improvement.
- Individuals are supported to access advocacy services when needed.

Consultation With Individuals and staff

- Continuous feedback contributes to the ongoing improvement of the service. Consultation methods include:
- Regular house meetings with individuals living in the home.
- One-to-one key-worker sessions to discuss progress, preferences, and personal goals.
- Family feedback, gained through reviews, meetings, and surveys.
- Staff feedback through supervision, appraisals, and team meetings.
- Engagement with external professionals to ensure specialist advice informs practice, particularly in relation to autism and learning disability support.
- Feedback is used to shape service development and ensure Better Days Care continues to deliver high-quality, person-centred support for young adults aged 18–25.