



Inspection Report on

Tregaron

Flintshire

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Description of the service

Tregaron is located in a residential area of a town in Flintshire. The service is provided by Crystal Care Solutions Ltd, which is registered to provide accommodation for two children or young people (hereafter referred to as young people) of either gender aged between 8 and 17 years. The company has appointed a responsible individual (RI) and the manager, Sandra Probert is registered with Social Care Wales. At the time of inspection there were two young people living in the home.

Summary of our findings

1. Overall assessment

We found that young people's needs are met in terms of their health, wellbeing and education. The young people living at the home during this inspection were settled, engaged in education and staff were encouraging them to access activities. There were many examples of good practice in caring for the young people and the atmosphere of the home was very relaxed. We found that young people are cared for by a staff team that had attended appropriate training to ensure that they have been able to respond to and meet the young people's individual needs. The staff know the young people well, they genuinely care about them and staff morale is very high.

The physical environment was welcoming, homely, clean and attractively decorated. Both young people that we spoke with said they were very happy with their bedrooms and had been able to choose the décor and furniture and personalise their rooms.

Leadership and management are effective and the management of the home are committed to improvement and have actioned the areas for development that were identified in the previous quality of care review report.

2. Improvements

The young people's personal plans have been modified and are more young person friendly. They featured photographs and specified the young people's aims. Graphs illustrated the young people's progress in achieving their aims.

The manager had introduced 'encouragement sheets' to better evidence the activities offered to young people while they are in the placement. This had helped the manager and staff to assess how successful they had been in encouraging the young people to try new things, and to reflect with young people on how the month had gone when they reviewed the personal plans.

Rewards and sanctions had been reviewed and standardised so that staff were more consistent in implementing them. The young people had made suggestions regarding rewards and sanctions, and this had helped them to better understand the expectations for behaviour and consequences for negative behaviours.

The keyworker session records had been reviewed at a young person's request, which had resulted in the young person engaging more in the sessions.

3. Requirements and recommendations

There were no issues of non compliance with the regulations to report. We conclude that Tregaron is providing a very good standard of care for the young people who live there.

1. Well-being

Summary

Young people living at Tregaron are consulted about the care they wish to receive. They have choices about their activities and daily living within the home. Young people feel confident to voice their opinions. Staff promote education and encourage the young people to engage in activities. Staff support young people to maintain contact with their families.

Our findings

There is a strong ethos and appropriate expectations regarding education attendance and achievement. There were very detailed education plans in place for both young people, which showed that there had been a good deal of communication with a young person's school and other education professionals. Progress had been monitored and evaluated monthly. Staff team meeting minutes showed that discussions had taken place about how best to support a young person's re-engagement with education. A social worker informed us the home had encouraged the young person's interest in education in a way that best suited their needs. Records evidenced the manager had looked at ways to extend learning opportunities for the young people outside of their formal education arena. This demonstrates that the young people are supported to learn and develop to their full potential.

Young people have a voice when living in Tregaron about how they live their daily lives which is in line with their agreed care plans. Records of house meetings evidenced that they had been held monthly and a young person said their requests had been actioned. The home uses monthly consultation forms to obtain the views of the young people. Questions included – *Are you happy living at Tregaron? Do you feel respected? Do you feel safe and do you have enough privacy? Do you feel that you see your family and friends often enough?* The young people had answered positively to the questions, but one young person had wanted more contact with friends and the manager and the young person's social worker confirmed that this was being explored. We saw in records of the young people's meetings and key worker sessions that the advocacy service had been discussed, and a young person confirmed that they were aware of their right to see an independent advocate. Young people have a voice, they are able to express their views and opinions and influence the way care is delivered.

Young people are supported to develop interests and explore new challenges. Both young people confirmed in the monthly consultation documents that they had enough activities. One young person said that staff encouraged them to have interests and hobbies but they did not wish to pursue anything at that time. The manager said that the staff frequently had discussions with the young people about activities they would like to engage in. To evidence this, staff had been recording the activities offered to them and those they had taken up. This had assisted key workers when updating the young people's personal plans

with them. A social worker and the Looked After Children's nurse confirmed that staff had sought different ways to engage the young people in hobbies. This shows that young people are encouraged to try new things.

Young people's safety is monitored and efforts are made to keep young people safe from exploitation and abuse. We saw from notifications made to Care Inspectorate Wales (CIW), safeguarding and incident records at the home that staff were diligent in picking up from young people any issues which indicated matters that required further investigation and reporting. Young people benefit from a service in which they can be confident they will be kept safe and protected from abuse, exploitation and neglect.

Staff have positive relationships with the young people's families. The home had issued questionnaires to parents. Responses were very positive about the level and quality of the communication between the home and parents. Young people had been able to remain in contact with their families and had been supported to have direct contact in addition to telephone contact. A social worker confirmed that the home worked well with parents to ensure a consistent approach had been taken to support the young people. Young people and their families are supported by the home to maintain contact with each other.

2. Care and Support

Summary

Young people have individual personal plans that are drafted with them and regularly reviewed. Young people are encouraged to manage their emotional well-being and to consider alternative approaches to their sometimes challenging behaviours. The staff are trained appropriately and have sought specialist input when necessary. Young people are encouraged to have a healthy lifestyle.

Our findings

Young people have a personal plan that identifies their individual care and support needs. There was comprehensive information about each young person on the files we viewed. Impact risk assessments had been undertaken to ensure good matching. A provider assessment had been completed prior to the young people's admissions. After young people had been in the placement for a week, and their views and feelings regarding staff, their bedroom, food and rules had been sought, the young people were involved in drawing up their personal plans. The plans included the aims of the placement and the wishes of the young people. These had been reviewed with each young person monthly so that their progress or any issues could be discussed and modified if required. This evidenced that young people are involved in making decisions that affect their lives.

Young people are supported to manage their emotional well-being and consider alternative approaches to their sometimes challenging behaviours. We saw a range of documentation to assist staff to respond appropriately to the young people's needs and behaviours. Each young person had an individual behaviour support plan in place, which gave specific details of potential behaviours, possible triggers and how the staff should respond. Prompts for staff included – *How can we support with an empathic, non-judgemental approach? How will you clarify and achieve understanding for the young person?* A social worker confirmed the home had worked well with agencies and family members to address behaviour issues and the strategies they had employed had been successful. This showed that the young people's individual behaviours and needs are understood and staff know how to best care for them.

Young people are settled and comfortable with staff who know them well and give them consistent and continuous care which fosters confidence and positive self-esteem. We saw and heard staff interacting with the young people in a relaxed way with a good deal of warmth and laughter. Staff were respectful when they spoke with the young people and spoke about them with genuine fondness and interest in their well-being. A young person told us they got on with staff and liked living in the home. This evidences that young people are treated with dignity and respect and have good relationships with staff.

Young people are encouraged to lead healthy lives and receive advice on healthy living. Key worker session records showed discussions had taken place about healthy lifestyles. A young person confirmed that staff encouraged healthy eating and fruit and vegetables were offered as snacks and with meals. We saw from records that young people had registered with a local GP, dentist and opticians and had attended routine health checks and specific medical appointments. A social worker told us the home had sought ways to make attending health appointments more achievable. The manager said that specialist health support services had been involved when required to best support individual need. The manager had arranged for members of the Flintshire Child and Adolescent Mental Health Service (CAMHS) to attend a team meeting to provide support and guidance to the staff. Young people are encouraged and supported to achieve optimum health.

The home is working towards providing an 'active offer' of their service in Welsh without young people having to ask. Neither of the young people currently living at the home wished to receive a service through the medium of Welsh. Not all the documentation was available in Welsh; however, several members of staff spoke some Welsh and one member of staff spoke Welsh fluently, and the manager was proactive in developing bilingual records and encouraged staff to speak Welsh. This demonstrates that young people can speak Welsh while living at the home, and the manager and staff value and promote Welsh culture and the use of the Welsh language.

Young people are supported to look after themselves. We saw that young people were being supported to gain independence by going shopping and preparing meals. The young people told us that the food provided at the home was good. Young people had received pocket money and had earned extra money for completing tasks such as tidying their rooms and attending to personal hygiene. We saw that they had been able to buy things of their choosing with the money they had acquired. This shows that young people have the help they need to be independent.

3. Environment

Summary

Tregaron is a semi-detached domestic property in a residential area. It provides a choice of communal areas and two bedrooms for the young people. The home is suited to the needs of the young people and is safe because regular health and safety checks are conducted.

Our findings

Young people live in a home which meets their needs. The home had a welcoming and homely feel. The ground floor provides a lounge, kitchen and dining room. Upstairs consists of two young people's bedrooms, an office and a bathroom. There is a garden with a trampoline.

The young people live in a home which is safe with health and safety issues addressed. Examination of records confirmed there was regular servicing of the boiler, electrical installation and fire safety equipment. Risks had been identified as far as possible for the environment. All of the equipment in the home had been certified as safe in the last year. Examination of records confirmed weekly testing of fire safety equipment. Fire drills had been undertaken regularly. The premises were physically safe with personal information and personal belongings properly protected and confidentiality maintained. The premises were safe from unauthorised access. We were unable to gain entry into the building without knocking, and we were asked for proof of identity and to sign our name and our time of arrival and departure in the visitors' book. Young people and their families can be assured that the home is secure and records are safely stored.

Young people are able to move safely and freely around the communal areas of the home. We saw two young people's bedrooms, which were spacious, personalised and attractively furnished and decorated with their choice of colours and decor. The home environment was light, attractive and clean. There were framed photographs of the young people displayed, which provided a sense of belonging. Young people feel uplifted and valued because they are cared for in a comfortable, clean, homely and personalised environment.

Visits had taken place by a representative of the registered provider. During these visits health and safety records had been inspected and a report provided of findings. Crystal Care Solutions Ltd employs maintenance personnel to address any repairs or issues. Young people live in an environment that is subject to regular checks to promote safety, are able to do things for themselves because the facilities are as much as possible like a family home and promote the development of practical life skills. The home is safe and suitable for young people's individual needs and their surroundings are well maintained.

4. Leadership and Management

Summary

Young people benefit from a service which has robust, transparent monitoring systems in place to assess the quality of the service. They know and understand the care, support and opportunities which are available to them. The management has a positive approach to gaining feedback about the service from stakeholders. Young people receive care and support from well trained staff who know them well and want the best for them. Staff morale is high.

Our findings

Young people are admitted to the home through a robust admission policy which fully considers how their needs will be met and the impact their admission will have on the young person already living there. Pre-assessments had been conducted prior to each young person's admission. Compatibility was a key issue which was always considered. Both young people told us they had not been able to visit the home prior to their admission, but when they arrived they had felt welcomed by staff. The young persons' guide was a suitable document to provide information about the home. The statement of purpose had been reviewed since the last inspection and we found it accurately described the aims of the service and what people could expect. Young people, their families and agencies know and understand the care, support and opportunities which are available.

The provider had ensured staff working at the home had been robustly vetted and arranged the training they needed to support them in working with the complex needs of the young people placed. We inspected the staff training matrix and found that the staff had attended appropriate training courses to inform and improve their knowledge and practice. The manager and staff had a positive view of training and confirmed that they had gained insight and awareness through the training they had attended. They gave examples of the way their practice and approach to the young people's behaviour had changed, and had led them to seek more specialist assessments. Young people, therefore, can be assured that all staff have the necessary skills and knowledge to achieve positive outcomes for them.

Staff receive regular supervision and support. We saw that newly appointed staff had met with their line manager fortnightly for individual supervision, and those who had been in post more than six months had supervision meetings monthly. The records evidenced that discussions had focused on performance and included discussions regarding the young people's well-being. The minutes of the team meetings showed there had been discussions about the young people and strategies to support their behaviour, promote education and encourage them to engage in activities. Six members of staff returned CIW questionnaires. All responses were very positive, and some made comments about how much they enjoy

working at the home. The evidence we found shows that people benefit from a service where staff are well led, supported and trained.

The service has a quality of care review process that draws on regular quality assurance procedures. Monthly audits of all aspects of the service were carried out by the manager, and additional monthly checks had been conducted by a representative on behalf of the responsible individual. The reports of the visits were found to be thoroughly completed; the visitor had checked health and safety aspects within the home, documentation and records that are required to be in place and considered the support and supervision of staff. The visitor had spoken with the young people if they were available, to ascertain their views on the home and their care. The manager had produced a quality of care review report. The report covered aspects of the operation of the home, with evidence of improvements and targets for development. Feedback about the service had been sought from young people, their parents and social workers. The responses were very positive, including *'Staff always get in touch whenever appropriate and work seamlessly with other services to ensure the young person receives excellent care and support'*. The manager had attended North Wales children's homes managers' meetings every three months. The manager told us they found this a very useful forum to share good practice and discuss common aims and issues with the managers of homes operated by other providers. The evidence we found showed that the manager and provider are committed to quality assurance and constant improvement.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

None

6. How we undertook this inspection

This was a full inspection undertaken as part of the schedule of annual inspections. The inspection was carried out by one inspector on 4th January 2019 between 9:15 am and 3:10 pm and 7th January between 9:00 am to 2:45 pm.

Information for this report was gathered from:

- One unannounced inspection visit to the home and a further announced visit.
- Information about the service held by CIW which included previous inspection reports and notifications received from the home.
- The statement of purpose, the young persons' guide and the current quality of care review report.
- Discussions with two young people.
- Discussions with the manager and staff members on duty during the visits to the home.
- Information supplied in six staff questionnaires that were returned to CIW;
- The documentation kept in relation to the young people currently living in the home.
- Other documentation kept in the home was checked including team meeting and young peoples' meeting minutes, physical intervention records, medication records and environmental assessment documentation.
- A sample of staff files was viewed.
- Discussions with one local authority social worker and a Looked After Children nurse.
- We had a tour of the home to consider the environment.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Children's Home
Registered Person	Crystal Care Solutions Ltd
Manager	Sandra Probert
Registered maximum number of places	2
Date of previous Care Inspectorate Wales inspection	08/01/2018
Dates of this Inspection visit(s)	04/01/2019 and 07/01/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.
Additional Information:	