

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**CORPORATE PARENTING CABINET COMMITTEE**

**7 APRIL 2016**

**REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING**

**ROTA VISITING BY ELECTED MEMBERS**

**1. Purpose of Report**

- 1.1 To provide the Committee with an update on the programme of rota visiting to the Council's children's social care establishments.
- 1.2 Members will be aware that the rota programme includes visits to adult social care establishments and a separate report is taken to the Adult Social Care Overview and Scrutiny Committee on an annual basis.

**2. Connection to Corporate Improvement Plan / Other Corporate Priority**

- 2.1 The report links to the Corporate Priority: Helping people to be more self reliant.

**3. Background**

- 3.1 Members are aware of the importance of visiting social care establishments as a valuable contribution to the safeguarding of vulnerable adults, children and young people and ensuring that the quality of care provided is appropriate. It is essential that opportunities are presented for Elected Members to meet with people who receive services to listen to their views.
- 3.2 Rota visiting is part of the quality assurance of the Authority's services; there are other inspections and visits that contribute to the safeguarding of people who use social services. For example, there is a robust contract monitoring process in place, there are CSSIW inspections, Health and Safety checks and statutory visits carried out by independent officers within the Council.
- 3.3 Comprehensive guidance, developed with Members, is regularly reviewed and provided at the start of each annual programme of visits. Training sessions have taken place including some 1:1 sessions to ensure that any new Members were updated on the process. Also, to assist Members with the process, an email is sent to them on the first day of every month to remind them of the visits that are due that month.
- 3.4 Recent reports to the Overview and Scrutiny Committees (Children and Young People – 9<sup>th</sup> March 2016 and Adult Social Care – 11<sup>th</sup> February 2016) noted the importance of Member visits as they provide a point of contact for service users that was over and above that of the staff. It is recognised that it gives service users an opportunity of expressing their feelings to persons outside the establishments.

#### **4. Current situation / Proposal**

- 4.1 Some Members have raised concerns about the variety of services they visit. As the purpose of the visits is to gain feedback about the quality of care received, it is hoped that Members will be able to spend time with different service users each time they visit.
- 4.2 Attached at **Appendix 1** is a schedule of visits carried out to the children's establishments between April 2014 and January 2016 together with a summary of the comments made by Members and the service responses where appropriate. There are a few comments relating to the fact that there were no children present at the time of the visits. To assist Members, the guidance (details of establishments) includes the best time to visit and times to avoid if at all possible. It is not possible to include every comment and the summary gives the main points relating to the welfare of the children and young people.
- 4.3 Out of a possible 63 visits to children's services, 28 visits were carried out during the period covered by this report. This equates to about 45% of the visits that were due.
- 4.4 The next rota period will commence in April 2016 and invitations will be sent to all 54 Elected Members to try and increase the level of participation. It is anticipated that the existing cohort of Members will remain in the programme.
- 4.5 At the Children and Young People Overview and Scrutiny Committee on 9<sup>th</sup> March 2016, Members requested that consideration be given to including independent sector children's establishments on the rota programme. This is currently being explored and it is hoped that some additions will be made to the programme once discussions have concluded with the providers.

#### **5. Effect upon Policy Framework and Procedure Rules.**

- 5.1 There is no impact on the Policy Framework and Procedure Rules.

#### **6. Equality Impact Assessments.**

- 6.1 There are no equality implications.

#### **7. Financial Implications.**

- 7.1 There are no financial implications.

#### **8. Recommendation.**

It is recommended that the Committee:

- 8.1 Note the information provided in this report;
- 8.2 Note that the next rota period will commence in April 2016 and invitations will be sent to all 54 Elected Members to try and increase the level of participation.

**Susan Cooper**  
**Corporate Director – Social Services and Wellbeing**

**January 2016**

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- 10 Background documents:**  
None.

**BRIDGEND COUNTY BOROUGH COUNCIL  
Children's Social Care services  
ROTA VISITING**

**PREMISES VISITED – April 2014 to January 2016**

	Apr 14	May 14	Jun 14	July 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Jan 16
Bakers Way Respite House: 2a Bakers Way, Bryncethin, Bridgend, CF32 9RJ	X	X	X			X	X	X			X	X	X	X					X	X	
Newbridge House Transition Unit: Merthyr Mawr Road, Bridgend, CF31 3NY	X					X	X		X		X	X			X						
Sunnybank Complex Needs Unit: 31 Pant Morfa, Porthcawl, CF36 5EN		X		X			X		X			X	X		X		X				X

Establishment	Comments
<p>Bakers Way Respite House: Bryncethin, Bridgend,</p>	<p>When we visited we were unable to meet staff for all but a brief chat as they were tied up in interviewing. No major issues were raised.</p> <p>We received a friendly greeting and visited the lounge area. Staffing structure, levels and training were discussed.</p> <p>Décor and painting 'tired' and chipped around door frames. Lounge windows need cleaning inside. Hole in kitchen ceiling. No shade on ceiling light in sensory room.</p> <p>Only room for one wheelchair on the minibus. <b><u>Service response: This is being reviewed as part of the children with disabilities project</u></b></p> <p>Visited and spoke to service users and staff. The four service users were in the minibus looking forward to a trip to Porthcawl, They were very happy to be at the home for the evening and having their trip and told us they were looking forward to getting a new larger minibus in a few months' time.</p> <p>The facility looks very presentable from the outside and the lounge was receiving a 'makeover' by staff who were painting it. Delivery of a sofa and two beds was awaited.</p> <p>Staff were pleased with the provision of the resource, the children appeared well catered for. We made an evening visit when there would be children present.</p> <p>The premises were very homely and the children were enjoying playing in a clean, well-equipped play room with staff who were interacting and very hands on. We felt confident in their ability to do the job and were glad to see the children feeling comfortable and at home.</p> <p>We visited at tea time when there were two children present.</p> <p>The home is taking more, younger children currently and two sensory bedrooms are planned as they are taking more children in wheelchairs.</p> <p>The living room's been redecorated since our last visit and the bedrooms were looking fresher.</p> <p>There is an issue with the driveway, part of which is in need of repair especially as many clients are wheelchair users. <b><u>Service response: This has since been re-tarmacked.</u></b></p> <p>There were two children there when we visited, one of who was able to engage with us and was obviously happy and contented in the home.</p>

	<p>On our visit there were two clients in residence, one was watching the television and engrossed in a game with a care worker there to engage with him. There was one resident who was getting a lot of help and support from a member of staff.</p> <p>We visited just before tea time – there were four children present. We spoke to the children who were all quite happy.</p>
<p>Newbridge House Transition Unit: Bridgend,</p>	<p>We were greeted on arrival and given an overview of the unit's operation. We spoke with two service users who were happy and contented. The rooms were clean and tidy.</p> <p>The home felt relaxed and happy and we have no concerns.</p> <p>We were given a tour of the facility, spoke to residents and heard how they learn independent skills like budgeting and cooking, progressing until they are ready for different options. There is a variety of activities, e.g. a recent trip to Oakwood Park.</p> <p>The residents seem to get on well together and the facility appears to have good outcomes, with progression to independent living working well. We spoke to one young resident who had settled in very well and was pleased with what was on offer.</p> <p>The computer has no wifi or Facebook access. <b><u>Service response: The home has internet access.</u></b></p> <p>Currently accommodates five residents with plans underway for the return of an out-of-county resident. Other returnees are being planned for and, to this end, initiatives are being taken involving the Moving Forward project which aims to develop basic skills for young people with little formal schooling and Agored Cymru which involves staff training as tutors/assessors to build student portfolios.</p> <p>Restrictions on access to social networks could be relaxed somewhat for residents. <b><u>Service response: The position regarding this is that the usage is restricted as per safety guidance but all young people can use computers for learning/training needs</u></b></p> <p>The unit was very clean and the staff were very knowledgeable of their residents. Each resident had their own room which had a sink, fridge and TV/dvd. However they were encouraged to eat together and take part in a more communal life. We were extremely fortunate to speak to a resident. It was very encouraging to see how the unit was having a positive impact on their life and how it was going to affect their future decisions.</p>
<p>Sunnybank Complex Needs Unit: Porthcawl,</p>	<p>We were met and given a tour of the very nicely refurbished home. All the unit's facilities appeared up-to-date and well organised including the education room's modern equipment. The unit was fully staffed.</p> <p>We were unable to meet with any of the residents as they were all in school. Will consider a later appointment next time.</p> <p>All facilities in excellent order.</p> <p>We noted the progress the residents were making educationally. Above all, we saw clear evidence that this service allows fences to</p>

be rebuilt domestically, resulting in no young person spending Christmas day at home for the first time in years.

We have visited the property at least twice before and we spoke to the staff about the young people who were in the unit. We were impressed with the caring attitudes but the young people were all at school when we visited.

The manager explained that the residents had changed as a previous group had moved on. Some ex residents has returned to say thank you for guiding them etc.

Physically the establishment has been successfully modified. Standards of cleanliness were evident throughout and residents were encouraged to help in cooking meals. We were able to talk with two residents. There was evidence of success of previous residents who had gone on to achieve well.