



## **Care and Social Services Inspectorate Wales**

### **Care Standards Act 2000**

#### **Inspection Report**

#### **Newbridge House**

Bridgend

**Type of Inspection – Focussed**  
**Date(s) of inspection – 12<sup>th</sup> September 2012**  
**Date of publication – 14 October 2012**

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Please contact CSSIW National Office for further information

Tel: 0300 062 8800

Email: [cssiw@wales.gsi.gov.uk](mailto:cssiw@wales.gsi.gov.uk)

[www.cssiw.org.uk](http://www.cssiw.org.uk)



## Summary

### About the service

Newbridge House is owned and managed by Bridgend County Borough Council. The home is registered to provide care for up to six young people, four in the main part of the home with two additional bedsits for preparation for independence. The registered manager of the home is Irene Muir who has many years of experience of residential child care.

This unannounced focussed inspection was undertaken in response to information received about the absence of the registered manager and a significant event received about one young person.

### What type of inspection was carried out?

The unannounced inspection focussed upon the arrangements to manage the home in the absence of the registered manager and also looked at the risk assessment and management of one young person who had threatened self harm.

### What does the service do well?

The issue of a young person threatening suicide had been managed well by the staff in the home. Documentation had been completed thoroughly and the young person had been given opportunities to talk about the incident.

### What has improved since the last inspection?

### What needs to be done to improve the service?

There was no requirement to issue a non-compliance notice in relation to any regulation following the inspection of the home.

## Quality of life

Overall, we (CSSIW) found that the young people were cared for by a committed and competent staff team who demonstrated a great knowledge of the individual needs of the young people.

The file for one young person was examined and the staff team were spoken to about the care for this individual. The recordings were up to date and an immediate amendment had been made to the risk assessment following the incident. Recordings were comprehensive and demonstrated that the staff team had acted appropriately to ensure the safety of the individual. The young person had been supported and spoken to at length to establish if the threat was a cry for help or intent to do harm. The staff team should be commended for their input into a difficult situation.

**Quality of staffing**

The staff team were not the focus of this inspection, however, this area will be considered at future inspections.

## Quality of leadership and management

The registered manager was absent from the home due to personal reasons and the Principal Officer had contacted CSSIW to inform us that this was likely to extend beyond twenty eight days. One of the senior staff in the home holds the qualifications for manager and held the registered manager post on a temporary basis in 2011. It is clearly appropriate for the individual to act up in the absence of the manager, however, consideration should be given to removing the individual from the rota to fulfil the responsibilities should the absence be extended.

The senior staff member was receiving regular support from the Principal Officer during the period of absence of the registered manager.

## Quality of environment

The quality of the environment was not a focus of this inspection, however, it will be examined at future inspections.





**How we inspect and report on services** We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.

