



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

## Care and Social Services Inspectorate Wales

Care Standards Act 2000

# Inspection Report

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg / This report is also available in  
Welsh

Sunnybank Children`s Home

31 Pant Morfa  
Pothcawl  
CF36 5EN

Type of Inspection – Focused

Dates of inspection – Wednesday, 3 August 2016 and Thursday, 11 August 2016

Date of publication – Wednesday, 16 November 2016

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## Summary

### About the service

Sunnybank is a Children's home owned and operated by Bridgend County Borough Council. On the day of the Inspection four young people between the ages of 12 and 14 years were being looked after at the home. The Statement of Purpose (2014) states that four young people of either gender can be accommodated between the ages of 14-18 years. The registered manager is Karl Culpeck and the responsible individual is Laura Kinsey.

### What type of inspection was carried out?

This was a planned unannounced focused inspection which took place on Wednesday 3<sup>rd</sup> August 2016 and Thursday 11<sup>th</sup> August 2016 as part of the CSSIW's schedule of inspections which look at the quality of life of young people using the service. The methodology used included:

- One announced visit to the home
- One unannounced visit to the home
- Discussion with the registered manager and staff on duty
- Discussion with three young people present on the first day of the inspection
- Previous CSSIW reports
- Examination of a random sample of records.

### What does the service do well?

The home operates to the national minimum standards but does not exceed these.

### What has improved since the last inspection?

There are no improvements since the last inspection

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

We did not issue any non-compliance notices at this inspection. However for the benefit of young people it is recommended that:

- The registered manager makes the final decision on requests for placements.
- Supervision for staff should be undertaken within statutory guidelines in line with national minimum standards, this recommendation is outstanding from the previous inspection.
- Staffing levels should reflect the assessed need of the young people living at the home.
- The registered manager was informed that the Statement of Purpose must be updated and sent to CSSIW as a matter of urgency.
- A copy of the annual Quality of Care Review should be sent to CSSIW as a matter of urgency

## Quality Of Life

We (CSSIW) were told by two young people that they did not feel listened to because:

- They did not have a voice.
- They were not treated fairly e.g. differences in bed times and pocket money.
- They were not consulted on day to day issues affecting their lives whilst at Sunnybank.

However, one young person said that the care and understanding shown by staff was excellent and that he did feel listened to and had a voice, but that the young people placed together was “never going to work”. The young people said that although they knew bed times were related to age they did not think this was acceptable and that they should be allowed to choose their own bedtimes similarly they did not agree that pocket money should be determined by age. Children’s meetings are regularly scheduled and minuted but are not always attended by the young people. All young people have access to an advocate, but only one young person knew their advocate and saw them intermittently.

Young people are encouraged to manage their emotions and behaviour in a positive manner and to look at coping strategies, usually this work is carried out in key working sessions. At the time of the inspection two young people were involved in a serious and violent incident resulting in extensive damage to the upstairs and necessitating the involvement of the police. During this time we observed staff responding immediately and appropriately to ensure the young people were not seriously hurt, by separating those involved and taking one young person out of the home. Staff told us that the only way to care for those young people placed was to take them out on separate activities, even though attempts to provide planned activities had been highlighted at the beginning of the summer. Staff on duty told us that they are still motivated to provide good quality care and opportunities to the young people at Sunnybank, but that the current staffing difficulties and the diverse and complex needs of the young people placed, makes it extremely difficult to achieve.

Young people are able to buy their own clothes and toiletries and we saw evidence of this in the young people’s files. The young people we spoke to did agree that they had an allowance but would like it to be increased, as they could then buy more expensive “gear”.

Young people’s educational needs are met and placements had been made for the beginning of term.

The second announced visit found a much calmer atmosphere and we observed two young people downloading music with staff and interacting together positively, being encouraged and praised by the staff for their achievements in managing the technology. The registered manager had returned from leave and the staffing situation had improved resulting in the staff on duty feeling less stressed and more able to work proactively with the young people.

Young people benefit from a healthy diet. On a Thursday the young people are consulted on the menu for the next week and are able to make choices, however we were told by the young people that that they didn’t like the healthy options. Fresh fruit and vegetables

were part of the weekly menu and staff said that they did encourage the young people to try and eat the healthy options.

## Quality Of Staffing

This inspection focused on the quality of life of young people using the service. We did not consider it necessary to look at the quality of staffing on this inspection, however, we did make the following finding:

We discussed with the registered manager and responsible individual that the staffing issues of long term sickness and overall morale of the staff group should be addressed urgently. Staff told the inspector that they want to provide holistic positive care for the young people living at Sunnybank but that the current staffing situation does not allow practise to improve in any way.

## Quality Of Leadership and Management

This inspection focused on the experience of young people using the service and their quality of life at the home. However we did highlight to both the registered manager and the responsible individual that in order to improve leadership and management and provide a service that is well run and clear about its purpose, more permanent staff need to be appointed. We were told by the registered manager on the second visit that interviews for staff were being set up and that two permanent members of staff were soon to return to work.

Monthly Regulation 32 reports were up to date, however it was unclear whether any recommendations were acted upon.

A review of residential care will soon commence led by a senior manager within the Department and will focus on the individual needs of each residential home to improve or change the Statements of Purpose, in order to provide consistent and effective care for those young people who use the service.

This theme will be considered in more detail at future inspections.

## Quality Of The Environment

This inspection focused on the experience of young people using the service and their quality of life at the home .We did not look in detail at the quality of the environment on this occasion. However we were told by staff and young people that a significant amount of damage to the home occurred on a regular basis when young people were unable to manage their emotions and behaviour in a positive manner. On the day of the inspection the communal rooms were acceptable but not homely.

This theme will be considered in more detail at future inspections.

## How we inspect and report on services

We conduct two types of inspection; baseline and focused. 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.

- **Focused 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. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused 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.