



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Bakers Way

Bridgend

Type of Inspection – Focussed

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Summary

About the service

Bakers Way is registered as a children's home and provides a short breaks service to children and young people who have a learning disability and / or a physical disability who live in Bridgend County Borough. Bakers Way can accommodate five children aged 0-18 years at any one time. 42 children and young people were receiving a short break from Bakers Way at the time of inspection. The home is operated by the local authority and is not registered to accept emergency placements. A new manager, Gail Summerhayes, had been appointed since the last inspection and had applied to the Care and Social Services Inspectorate Wales (CSSIW) to become the registered manager. The manager is suitably qualified and experienced and has been previously registered as a manager for a children's home. The responsible individual is Laura Kinsey, Head of Safeguarding and Family Support, Bridgend County Borough Council.

Bakers Way is a large detached house which has been converted from two semi-detached properties and is located on a large housing estate on the outskirts of Bridgend. It is within a short drive of several amenities such as shops, restaurants, cinema, leisure centre etc. It is also within easy access of nearby country parks and within a short distance of the schools that the young people and children using the home attend.

What type of inspection was carried out?

A focussed inspection was undertaken as part of CSSIW's routine schedule of inspections, which considered the quality of life for young people placed in Bakers Way. The inspection methodology used included the following:-

- One unannounced visit to the home
- Discussion with the manager and staff on duty
- Discussion with the young people receiving a short break (4)
- Discussion with a transition worker and assistant social worker who were visiting the young people
- Observation of the interaction of the staff with children and young people
- Examination of two children's files
- Examination of records of three monitoring visits undertaken under Regulation 32

We did not use the Short Observational Framework for Inspection (SOFI) tool on this occasion because three of the children present were verbally communicative and so we were able to talk to them to gain their opinions on the short break service.

What does the service do well?

- An outreach service which works with a group of young people to develop independent skills is provided one evening a week

What has improved since the last inspection?

- A consistent approach to behaviour management has been developed between Bakers Way and Heronsbridge school
- Behaviour management plans had been developed for individual children and work undertaken with some families to ensure a consistent approach

What needs to be done to improve the service?

The following recommendation to achieve improvements for children and young people was made:-

Bakers Way should not make emergency short term placements which necessitate cancelling services for other young people, which could adversely impact on the support for those families.

Quality of Life

Overall, we (CSSIW) found that children and young people and their families receive a child-centred service in a homely and nurturing environment.

Children and young people experience warmth and are able to develop attachments and a sense of belonging. We saw staff interacting with the young people present in a caring and nurturing manner. We saw that young people were warmly welcomed on arrival by staff and the young people responded by hugging staff and smiling and appeared to be very happy to be attending Bakers Way. Social work staff we spoke with described the service as 'fabulous' and 'brilliant' and said that the service was a lifeline for parents.

Young people are treated with dignity and respect and have choice and influence. We saw that when young people arrived that staff asked permission from the young people before going into their bags to take out their medication and check it before locking it away safely. We saw even when young people were not so verbally communicative they responded with a 'thumbs up' sign. We observed that when the young people arrived for their short break they were offered a choice of the available bedrooms and were encouraged to take their belongings to the room they selected. Staff were aware of which bedrooms children and young people preferred and when planning the overnight stays, choice of bedroom was taken into consideration, as well as matching the young people with their friends and ensuring compatibility. Young people were generally offered a choice of what they wanted to eat for their tea with staff having ensured that menus had been planned to ensure a range of food was available, which they knew the young people had a preference for and were nutritious. Young people were offered a drink and snack when they arrived.

Children and young people on the whole experience appropriate, responsive care from staff who have an up to date understanding of their individual needs and preferences. We saw evidence that on the whole the majority of placements were well planned, with good short introductory visits which included tea visits, giving young people an opportunity to familiarise themselves with the environment and with the staff. Staff said this also gave them an opportunity to get to know the children and young people before they had an overnight stay. It was evident through discussion with staff and the manager that young people would not have an overnight stay until they were happy to do this and we saw that some young people were offered day care if this was more appropriate than an overnight stay. Detailed information had been sought from the local authority and relevant information was available to enable staff to care for the young people appropriately. This included a young person's profile, assessments for short break services, personal information, placement agreements, young people's plans, parental consent forms for emergency treatment and medication, risk assessments and behaviour support plans. We observed staff reading young people's personal profiles before their arrival and when we spoke to them they were very knowledgeable about the young people. Each young person had a key worker. Parents were involved at the time of the referral to the service and when the service was reviewed. Children, young people and their families were given a children's guide which had been produced in DVD format and a family information booklet as part of the introductory process.

Young people feel secure and are able to develop independence. An outreach service which worked with a group of young people who were reaching the age of moving on from Bakers Way was run every other Wednesday. The manager said that she was going to further develop this service by ensuring that each individual had a goal and that their achievements would be measured and reviewed. The transitional worker we met with said that this service was 'fantastic' and that parents had noticed an improvement in

self-help skills of their children as a result of this service.

Young people are active, positively occupied and stimulated in the home. Young people we spoke with told us about visits they had made to the beach, cinema, and laser zone and said that they often went out swimming and to the local shops to spend their pocket money. Young people told us that they were given a choice of where they wanted to go to and on the evening of the inspection they were going out to eat to celebrate one of the young people's birthdays and were waiting for all the young people to arrive before planning where they were going to go.

Quality Of Staffing

This inspection focussed on the experience of children and young people using the service and their quality of life at the setting. We did not consider it necessary to look at the quality of staff in on this occasion because:-

- Good staff interactions between young people and staff were observed
- A consistent and stable staff team were in place
- More than 80% of staff were suitably qualified and experienced.
- All staff were registered with the Care Council for Wales (CCfW)

However, this theme will be considered in more detail at future inspections.

Quality Of Leadership and Management

This inspection focussed on the experience of children and young people using the service and their quality of life at the setting. We did not consider it necessary to look at the quality of leadership and management on this occasion because:-

- A suitably qualified and experienced manager had been appointed and was in process of being registered by CSSIW as the registered manager
- Regular monitoring visits under Regulation 32 were being undertaken by a member of staff from the local authority who did not have line management responsibility for the home

However, we saw that a short term emergency placement had been made in May 2016 of a young person who had previously attended Bakers Way, before the present manager was appointed. As a result of Bakers Way being called upon to provide an enhanced programme of support to a young person who required a high level of supervision, a number of short break visits had to be cancelled for other young people and their families. Although this was to protect the other young people this could have an adverse impact on the support for the young people and their families who receive a service.

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

Quality Of The Environment

This inspection focussed on the experience of children and young people using the service and their quality of life at the setting. We did not consider it necessary to look at the quality of the environment on this occasion because :-

- The home was found to be clean, homely and in good decorative order
- Safety measures e.g. a key pad system was in place to prevent strangers from entering the home and to ensure the safety of young people could not leave the building without staff

However, this theme will be considered in more detail during future inspections.