



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

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Newbridge House

Bridgend

Type of Inspection – Focussed

Date(s) of inspection – Tuesday, 12 May 2015

Date of publication – Thursday, 25 June 2015

Welsh Government © Crown copyright 2015.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*

Summary

About the service

Newbridge House transition unit is registered as a children's home and is owned and managed by Bridgend County Borough Council. The aim of the service is to support looked after young people who require an intensively managed transition, to enable them to develop the necessary skills to move into independent living. Initially young people are given a room on the main unit. When they demonstrate that they are showing a level of maturity, the ability to budget and keeping their environment in order, they then have the opportunity to move into one of the bed sits.

The unit is registered to provide care for up to six young people aged fifteen to seventeen, four in the main part of the home with two additional bedsits for preparation for independence. However, the Statement of Purpose says that they will work with young people from fifteen and a half as it was felt that under this age was too young to start working towards independence. There were five young people residing in the unit at the time of inspection with one young person who had moved into independent living the day before. The unit is managed by the registered manager, Sian Morgan-Jones. The responsible individual is Colin Turner, Head of Children's Services for Bridgend.

The unit is a single storey building situated in a quiet residential area of Bridgend and close to local amenities.

What type of inspection was carried out?

This focussed inspection was undertaken as part of the Care and Social Service Inspectorate for Wales (CSSIW) schedule of inspections.

Information was obtained from the following.

- One unannounced inspection on 12 May 2015
- Discussion with the registered manager and two staff members on duty.
- Observation of interaction between young people and staff
- Discussion with one young person
- Examination of Regulation 32 reports and the Statement of Purpose
- Examination of records of sanctions
- Examination of the quality of care report
- Daily logs which contained information on young people
- Several thank you cards received from young people and relatives on the care provided
- Records of restorative approaches- encouragement meetings

What does the service do well?

Staff at the unit use a 'restorative approach- encouragement meetings' to improve relationships between the young people

What has improved since the last inspection?

- Both of the senior residential workers had started– QCF Level 5.
- The staff team have received training in the role of Personal Advisor (P.A.)

What needs to be done to improve the service?

No issues of non-compliance.

Quality Of Life

Overall we (CSSIW) found that young people have a voice and are encouraged to express their views on the care provided and feel listened to and their views are valued. This is because young people have choice and influence over their daily living through young people's meetings and through discussion with their keyworker. Young people were also supported to attend their Looked After Children (LAC) reviews.

Young people resident in Newbridge House are supported to deal with difficult feelings are helped to develop coping strategies. Young people can be confident that they will receive individual attention as and when they need it. The young people were allocated a key worker on admission who assisted in the development of independent living skills and attended meetings relating to the young person who they were keyworker for. One young person we met with said that she met regularly with her keyworker and had a good relationship with her and felt that she was given good advice. We saw a thank you card from one young person who had moved on to independent living which said 'Thank you for being an amazing key worker.'

Young people are prepared for independent living. Staff supported young people by helping them to develop their budgeting and cooking skills. Young people were given guidance in the practical aspects of shopping, preparing and cooking and whilst on the unit were generally accompanied by staff to do their shopping. Young people and in particular those in the bedsits were given a weekly allowance to buy food which was kept in a fridge and cupboard provided in their own rooms. Staff cooked Sunday lunch which the young people enjoyed and the young people who had moved into the bedsits were also invited. One of the young people we spoke with said when they first moved in that they had not wanted to do the shopping and cooking but with the help of staff and their keyworker, felt confident to shop on their own and were able to budget.

Young people are encouraged to develop a healthy life style. On admission young people had a health assessment and were registered with a local doctor, dentist and optician, unless there was a preference to remain registered with their existing practice. Young people were expected to take some responsibility in ensuring that they attended appropriate health appointments as part of their independent skills. Where appropriate use was made of the Child and Mental Health Service (CAMHS). Young people were also given information on health education, which dealt with HIV/AIDs, sexually transmitted disease and sex and sexuality.

Young people are assisted to develop socially acceptable behaviour because staff respond constructively to unacceptable behaviour. Sanctions which were imposed generally involved loss of some of their pocket money which the young people did not always agree with. When a sanction was imposed, staff discussed it with the young person and it was recorded. The manager said that the use of restraint was limited to extreme circumstances and only used to prevent likely injury to the young person or

others. The manager said the staff at the unit used a restorative approach to improve relationships between the young people as it could be quite difficult in a group living situation. We saw examples recorded of discussion with young people at 'restorative approaches – encouragement meetings'

Young people are prepared for independent living and supported to find a future career. We saw that young people were assisted in participating in education or training. On the whole, many of the young people living in Newbridge House had negative experiences of attending education. We saw a thank you card from one young person which said 'I appreciate all your hard work for preparing me for my interview.' A young person we spoke with said that the keyworker had helped her by taking her to college and helped her look for a job. We observed staff speaking to a young person who had just secured a place on a college course and saw that they showed genuine interest in learning about what they would be doing.

Young people experience warmth, attachment and belonging. We saw several thank you cards from young people who had recently left and from a relative of one young person. They were all very appreciative of the time and support given to them by the staff team. One young person who had acknowledged that it had been a 'bumpy' ride at the beginning when they moved in was highly complimentary of all of the staff team and said, 'I could not have done any of this without such an amazing group of supportive staff.' Another from a relative said 'Without your kindness patience and compassion he would not have pulled through, it meant so much to meto know that I could pick up the phone at any time and you were prepared to listen and more importantly, you cared.'

Quality Of Staffing

This inspection focussed on the Quality of Life and we did not consider it necessary to look at the Quality of Staffing on this occasion because ;-

- We found on the last inspection that young people were cared for by a manager and staff team who had many years experience of working in residential childcare, appropriate qualifications and were registered with the Care Council for Wales.
- The service was compliant with Regulation 25 (1a) which requires that 80% of the staff working in the home hold a relevant qualification.
- The review of quality of care report indicated that staff had attended a good variety of appropriate training

However, this theme will be considered at future inspections.

Quality Of Leadership and Management

This inspection focussed on the Quality of Life and we did not consider it necessary to look at the Quality of Leadership and Management in detail on this occasion because

- Overall, we found that young people and staff working in the service were clear about what it sets out to provide.

However, we found that the age range had been omitted from the last Statement of Purpose. This had since been rectified and the Statement of Purpose had been updated in May 2015 to reflect that they would accept young people aged 15 ½ - 17 years of age. The service is registered to accept young people aged 15-17 years old however the manager said that they would be unlikely to accept young people under 15 ½ as they were unlikely to be at a stage of being ready to prepare for independence.

The Registered Manager said that the last year had been a challenge because the service had accepted emergency placements. However, CSSIW would need to agree an application to vary the registration to take an emergency placement. All relevant risk assessments would need to be undertaken by the Local Authority. There would also need to be an agreement with the Registered Manager who must be confident that the young person's behaviour would not impact on the lives of the young people already resident within the home. The review of quality of care report for April 2014 March 2015 indicated that there had been eight planned and six emergency placements admitted into Newbridge House during the period of the report.

Quality Of The Environment

This inspection focussed on the Quality of Life and we did not consider it necessary to look at the Quality of Environment on this occasion because:

- We found at the last inspection that young people were cared for in premises which was welcoming, safe and secure and maintained appropriately. One young person had moved out of one of the bedsits and the staff team were helping one of the young people to decorate the bedsit before they moved in.

However this theme will be considered at future inspections of the service.

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.

