

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE CORPORATE PARENTING

4TH SEPTEMBER 2019

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

CARE INSPECTORATE WALES (CIW - Formerly CSSIW) INSPECTION OF RESIDENTIAL HOMES

1. Purpose of Report

- 1.1 To present to the Cabinet Committee the reports and associated publication of the Action Plans following the inspection reports regarding Sunnybank (December 2018), Bakers Way (January 2019) and Harwood house (February 2019).

2 Connection to Corporate Improvement Objectives/Other Corporate Priorities

- 2.1 This report links to the following Corporate Plan priorities:-

- **Helping people to be more self-reliant** – taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
- **Smarter use of resources** – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

3. Background

- 3.1 Care Inspectorate Wales (CIW) are responsible for inspecting all regulated care and support services, including Children's Homes, in Wales. Inspections consist of four key stages, inspection planning and preparation; the inspection visit; feedback; and reporting. During the process, inspectors will make judgements as to how well the service is performing under four core themes, Well-being; Care and Support; Environment; and Leadership and Management.

- 3.2 In the case of Children's Homes, CIW will make annual inspections as part of their rolling programme. There are two main types of inspection:

- **Full Inspections:** During a full inspection CIW will check that providers are providing a service according to the law. They will also check that the service is meeting the conditions of their registration and operating in line with their Statement of Purpose.
- **Focused Inspections:** These normally happen when concerns are raised or to follow up on areas of improvements identified at previous inspections. This type of inspection may only look at some aspects of a service.

- 3.3 All CIW inspections are unannounced, although in exceptional circumstances, they may contact the service a day or so in advance to minimise disruption or distress.

4. Current situation / proposal.

4.1 The CIW full inspection reports are attached at **Appendices 1, 2 and 3.**

Summary of findings

4.2 Sunnybank **Appendix 1**

The overall assessment stated that:

‘Overall, young people are encouraged to pursue activities that interest them and maintain contact with family and friends. They are supported to attend and engage in education. Their physical and emotional wellbeing is promoted. Young people’s safety is met at the home and they can be confident that regular checks are carried out to ensure they are safe. Staff receive support through regular supervision and training.’

4.3 However, it was reported that:

‘Consideration and improvement is required regarding the compatibility of young people and the arrangements for young people to contribute to or have sight of their placement plans. Additionally, improvement is required regarding the quality assurance systems to ensure they are robust to make certain young people’s wellbeing is paramount and any shortfalls are identified and rectified swiftly.’

4.4 Areas of non-compliance were identified but notices were not issued as they were not deemed to have an immediate or significant impact on young people using the service. The areas referred to were delays in updating risk assessments/personal plans and placement matching and a lack of management oversight of these issues.

4.5 The recommendations for improvement can be found in Section 5.3 of the report in Appendix 1.

4.6 Bakers Way **Appendix 2**

The overall assessment stated:

‘Overall, we found that children are cared for by staff who want the best for them and have good relationships with the staff team. Children are encouraged to be active and their admission to the home is done sensitively at the child and family’s pace. Staff communicate and adapt to suit each child’s needs. The environment is in the process of being refurbished to enhance children’s experience when staying at Bakers Way.’

4.7 However, it was reported that:

‘Improvement is needed in relation to safeguarding systems and quality assurance to ensure they are robust to make certain children’s wellbeing is paramount and any shortfalls are identified and rectified swiftly.’

4.8 Areas of non-compliance were identified but notices were not issued as they were not deemed to have an immediate or significant impact upon the children using the service. The areas referred to were delays in updating/following risk assessments

and personal plans, staffing levels and a lack of management oversight of these issues.

4.9 The recommendations for improvement can be found in Section 5.3 of the report.

4.10 Harwood House **Appendix 3**

Areas of non-compliance of the Regulation and Inspection of Social Care (Wales) Act 2016 were identified and notices were issued in the following areas:

Regulation 6 – The service has not been carried out with sufficient care and competence;

Regulation 26 – The service is not provided in a way which ensures that individuals are safe and protected;

Regulation 29 – Appropriate use of control and restraint.

The aspects of performance and service delivery that needed to improve were promptly explored and addressed through, for example, training and changes to systems and procedures.

4.11 The notices were all responded to within timescales and the detail of these can be found at **Appendix 7**.

4.12 The recommendations for improvement can be found in Section 5.3 of the report.

Recommendations and Next Steps

4.13 Action Plans were developed in response to the recommendations made by CIW and are attached at **Appendices 4, 5 and 6**. These continue to be monitored by the Responsible Individual through their routine visits under Regulation 73 of the Regulation and Inspection of Social Care (Wales) Act 2016.

5. Effect upon Policy Framework and Procedure Rules

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

6. Equality Impact Assessment

6.1 There are no equality implications in this report.

7. Wellbeing of Future Generations (Wales) Act 2015 Implications

7.1 The implementation of the duties and responsibilities under the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) supports the promotion of two of the seven goals of the Well-Being of Future Generations (Wales) Act 2015 within the County Borough of Bridgend. By promoting an environment that maximises people's physical and mental well-being and by supporting children, young people, adults and their carers and families to fulfil their potential no matter what their circumstances, the well-being goals of a Healthier and more equal Bridgend and Wales are supported.

7.2 The Well-being of Future Generations (Wales) Act 2015 provides the basis for driving a different kind of public service in Wales, with five ways of working to guide

how the Authority should work to deliver wellbeing outcomes for people. The following is a summary to show how the five ways of working to achieve the well-being goals have been considered in this report:

- Long term: The residential provision has been assessed to meet the needs of the current and future looked after children population.
- Prevention: The new 52 week unit (Harwood House) enables children with complex needs to remain living in the county whilst Bakers Way provides respite to support disabled children and young people to remain living within their families. The statements of purpose will support the other residential provisions to run effectively meeting the needs of Looked After Children BCBC. Maple tree house provides accommodation which enables children with complex needs to remain in the community. The multi-disciplinary team facilitates the return of children who are currently placed outside of county. The wrap around support package helps to reduce and prevent 'long term' residential care episodes, transitioning to a return to families or foster care.
- Integration : Children and young people have homes in the county borough facilitating familial contact and education provision being provided locally, supporting and maintaining their community and ethnic links.
- Collaboration: All of the units have strong links to health, education, police and other local community services to meet the holistic needs of children and young people placed. The units work in close collaboration with other departments within the Local Authority as well to meet service user needs.
- Involvement : Each of the residential units have independent rota visits undertaken, are inspected by Care Inspectorate Wales and review feedback from children and young people and their families through meeting or evaluation forms.

8. Financial Implications

- 8.1 Whilst there are no direct financial implications, the report highlights that the authority is working hard to transform services at a time when there are medium term financial savings to be delivered.

9. Recommendation

- 9.1 It is recommended that the Cabinet Committee receives and approves the updated Action Plan.

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11. Background Documents

None