



Inspection Report on

Sunny Bank

PORTHCAWL

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Description of the service

Sunnybank provides care for four young people of either gender between the ages of 8 and 17 years. The provider is Bridgend County Borough Council, there is a manager in post who is registered with Social Care Wales and the responsible individual is Laura Kinsey. The home is situated in a residential area of Porthcawl and is close to a range of amenities.

Summary of our findings

1. Overall assessment

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 well being 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. However, consideration and improvement is required regarding the compatibility of young people and the arrangements for young people to contribute 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 well-being is paramount and any shortfalls are identified and rectified swiftly.

2. Improvements

We did not identify any significant improvements, although we concluded that the service continues to provide positive experiences for young people.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service and the areas where the care home is not meeting legal requirements. These include the following:

- Compatibility
- Quality assurance

1. Well-being

Summary

Young people are supported to have their voice heard but overall this could be further promoted. They are encouraged and supported to partake in activities which matter to them and keep in contact with people who are important to them.

Our findings

Young people are supported to have their voice heard in some aspects of their care; but overall this could be improved. Young people's feedback regarding whether they have their voice heard at the home was mixed. We saw evidence that one young person was supported by a member of staff to make a complaint. One young person told us they knew how to make a complaint but when they requested a complaints form they were advised that there would be a delay in receiving it and a further delay in receiving a response. The home was unable to provide us with the complaints log despite evidence in young people's records that complaints had been made. We recommended that a robust system is put in place to ensure that the service is able to capture all complaints; Records should indicate how the complaints were concluded and details of responses from young people and their comments should indicate if they agree with the outcome of the complaint. House meetings took place monthly, some young people informed us they chose not to attend but we saw the agenda reflected a balance between staff's priorities and those of the young people with requests being followed up. We were told a copy of the house minutes and agenda was placed up on the wall for young people following each meeting, however, we did not see this during the inspection. Young people are encouraged to attend their looked after children (LAC) reviews, some chose not to and some said they attended sometimes. We saw advocacy support was utilised by some young people with positive outcomes being achieved as a result. One young person had been supported to make their voice heard regarding dissatisfaction relating to their care plan. Young people have a choice about the food they eat, we saw one young person had chosen to cook and was supported to prepare beef wellington on the day of our inspection. Young people also had the opportunity to enter a competition to name a new home within the service, one of the young people at the home won and had therefore named the new home. Young people are generally aware of how to raise matters that are important to them; however the system that reviews and monitors complaints needs to be improved to ensure that the provider is aware of issues raised by young people and how they are dealt with.

Young people are able to participate in the things that matter to them but their plans for independence could be improved. Young people were all engaged in activities which were important to them and they enjoyed. Staff transported young people to attend their chosen activities and participated where this was requested. Staff also sought out chosen activities they knew young people would be able to gain experiences from. We saw throughout the

home various collages of days out with staff of activities including a caravan holiday, Burnham-on-sea and Thorpe park. Additionally, young people chose to do things independently in their 'free time' and this included meeting with friends or going for food to Cardiff and catching public transport. One young person loves to cook and was supported by staff to cook various meals which the home enjoyed together and we observed during inspection. Staff told us young people are encouraged to undertake independence skills including keeping their rooms tidy, cooking and laundry. However, we did not see any independence plans in place actively monitoring progress. We therefore recommended an independence plan be formulated to assist with preparing young people with living independently. Young people are supported to enhance their experiences by the activities available to them and to do things they enjoy but there was limited plans in place regarding planning for independence.

Young people are supported to maintain contact with family and friends. Staff supported young people with a variety of arrangements outlined in the young people's care plans, including facilitating family contact. We saw and were told by staff that family are able to visit the home where this was agreed with the placing authority and there was evidence of positive partnership working with family members. We were told that young people have been supported to dispute contact arrangements with the help of an advocate. Therefore, young people are fully able to maintain contact with the people who are important to them.

2. Care and Development

Summary

Young people's education is actively encouraged and their health needs are met. They enjoy positive relationships with staff. Record keeping needs improvement to ensure key documents contain up to date information.

Our findings

Young people can learn and develop to their full potential. All young people living at Sunnybank were accessing an educational provision which was secured prior to them being placed at the home. Staff told us that their school attendance was very good. Staff understood young people's education progress and where there were areas of development, staff printed off work sheets to support them. We saw the home had purchased maths, English and science workbooks and a DVD to assist with subjects being covered in school for the young people to have access to. One young person had recently experienced an overnight stay at a university; this was to assist with helping them to decide whether university is the right future choice for them. We saw some young people's educational achievements in the form of certificates in their files. There were educational facilities at the home, including young people having access to a range of books and a computer. The home was soon to be installing Wi-Fi and receiving further computer equipment including an iPad to assist with young people accessing educational apps. We saw the manager had attended a meeting with the school during the inspection to discuss positive ways to support one young person's behaviour and we saw regular communication between the school and the home via email or telephone discussions. Young people's education is encouraged and they have access to support and facilities to assist their learning.

Young people experience good health and diet. We saw they had been registered with the local GP surgery, and had attended routine health appointments, dental checks and visits to the optician as required. Young people had access to services to support their individual needs and some had support from the Child and Adolescent Mental Health Service (CAMHS). We saw a health assessment in one young person's file with actions points which had been addressed. We found weekly menu planning took place with young people which reflected their choices and, on the whole, offered a varied diet. We saw records of food eaten by them and the weekly menu which evidenced a good range of foods. We saw a chalkboard up in the kitchen with the food for the week of inspection, it included sausage and mixed vegetables, spaghetti bolognese, chicken curry, breaded fish, jacket potato and peas. Young people's health needs are prioritised and they are offered and eat a nutritious diet.

Young people have positive relationships with staff. We observed young people return from school and they were greeted warmly, with staff asking how their day had been. One young person had had a cookery lesson and had prepared food for staff to try. Relationships between staff and young people were observed to be positive with warm interactions noted. We were informed and saw records which indicated the service keeps in touch with some young people after they have left the home to maintain positive relationships. All young people told us via questionnaires that they get on well with staff. One young person said they found it hard that staff swapped shifts everyday. Young people have good relationships with staff who care about them.

Young people cannot always be confident records are kept up to date. Young people each had a personal plan and risk assessments in place. However, they did not always contain up to date information about their complex needs or how staff are to manage the risks each of them posed. The staff were able to tell us about each young person's needs and we saw direct work had been undertaken with them relating to certain risk taking behaviours. Additionally, staff were able to access up to date information about the young people via the local authority's database. However, there was no evidence staff had read the documents because they had not signed them. Additionally, we did not see evidence of arrangements in place for young people to contribute or have sight of their placement plans. One young person told us "*staff don't understand me*" and they were unhappy that they were not sure what their goals were. Therefore, we advised the manager that young people would benefit from more of an active involvement of their plans so it is clear what they are working towards and particular attention is paid to their plans being more outcome focussed. Staff told us about the individual progress each young person had made since living at Sunnybank. However, risk assessments and personal plans need to contain up to date information which evidences they are regularly reviewed to ensure young people are safeguarded. Where there were incidents, records did not evidence that a de-brief was undertaken with staff or young people. We recommended that de-briefs should be routinely conducted. These records should be available so as to allow young people the opportunity to reflect on the incident and express their views. Young people are cared for by staff who support them to manage their behaviours. However, documentation requires regular review to ensure the information is up to date and that staff fully understand how best to manage young people's behaviours, to keep them safe and to evidence their goals to achieve positive outcomes.

3. Environment

Summary

Young people live in a clean and suitable environment to meet their needs. Regular checks of the physical environment, including health and safety matters, are undertaken, to ensure that the home is well-maintained and provides a safe environment.

Our findings

Young people live in a clean, suitable environment. We saw young people's bedrooms, they were well furnished, providing adequate storage space, and each bedroom had been personalised, according to individual taste, with photos, soft furnishing and decorative items. There was a large kitchen and a separate dining room where staff told us they all ate together each day, both had chalk paint sections, the dining area chalk board was used for achievements or well wishes and the kitchen board was used to display the weekly menu. There were communal areas for young people to spend time together or to enable them to have privacy. There was a 'learning room' which was space for young people to do their homework, which had a cupboard of books and a computer. A large lounge was well decorated, had large sofas, TV and a goldfish. The home benefited from a laundry room for young people to access if they wished. The bathrooms and toilets were clean and well decorated. Photographs of the young people were seen on display throughout the home. One young person told us they felt the home was outdated. Young people are cared for in an environment which meets their needs.

There are systems in place to ensure health and safety checks are conducted. Records we viewed evidenced that measures were in place to ensure health and safety checks were carried out. There was evidence that the emergency lighting, fire extinguishers and fire alarms were checked at regular intervals. The last fire evacuation drill was conducted in October 2018 with evidence of the young people being involved but there was no record of the time the drill was conducted. There was a recent fire risk assessment completed in April 2018. 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.

Young people are kept safe from unauthorised entry. Visitors to the home cannot gain entry without warning. Identification was requested on our arrival to the home and a record of our arrival was recorded in the visitor's book. Therefore, young people can be confident they are safe from unauthorised visitors.

4. Leadership and Management

Summary

Young people can be reassured that staff receive regular supervision and tell us they feel supported. Consideration is required regarding compatibility of young people. Additionally, the quality assurance system needs to be more robust to identify and rectify shortcomings.

Our findings

Young people are cared for by staff who are supported through regular supervision meetings, team meetings and training, although the managers supervision could be improved. As the last recorded supervision meeting was April 2018. Staff told us they received regular supervision and could request more informal support if required. Staff files we viewed evidenced that supervision took place monthly and meetings provided opportunities for staff to reflect on practice, discuss any personal matters and professional development. Staff appraisals had taken place in June 2018. On the whole, team meetings were seen to take place monthly, evidencing good staff attendance. However, there were no minutes available for June, July and August 2018. One staff member told us they *“love it here”* and have *“a really good team”* and felt they had received the necessary training to be able to effectively care for the young people. Another staff member wrote in their questionnaire that they were *“a close team, supportive of each other and always prioritise the welfare and happiness of the children”* and another wrote they had *“good management”*. We viewed a sample of staff training which confirmed that staff had undertaken core training and refresher training as required including safeguarding and physical intervention. Young people can be confident that staff feel supported and are cared for by staff who are suitably trained and feel supported by managers.

Consideration is needed regarding the procedure and matching of young people to ensure the young people already residing at the home take priority. Decision making regarding young people's admission to the home required careful consideration. A detailed impact assessment was completed by the manager for a recent admission. The assessment demonstrated a young person would not be a positive match alongside the other young people already living at the home and would pose a risk. Regardless of this, the admission was made which caused a negative impact on the other young people; this was evidenced in the documentation at the home including a young person making a complaint and from discussions with staff. Staff told us this was not a positive match and the young person should not have been placed. Staff told us this was subsequently recognised and the young person moved and returned to reside back to the original placement. We informed the manager that a notice of non compliance would have been issued had the young person still been in placement due to the negative impact. Additionally, there was no impact assessment available for the most recent admission to the home. The presenting behaviours of the young person was not, in detail, considered alongside the other young people's presenting behaviours or how they would be a good match without it being at the

detriment of the existing group of young people living at the home. The responsible individual needs to take account for the manager and team's knowledge of the current group of young people living at the home. Where a decision is made to override the manager's decision regarding a placement despite a negative impact assessment, then a robust assessment and risk assessments should be in place. Young people cannot be confident appropriate decisions will be made regarding the compatibility of young people being placed alongside them.

There are quality assurance systems in place but these could be more robust. A system was in place for monthly monitoring visits which were undertaken by senior management from the local authority. The visits considered and reported on various aspects of the running of the home including, the environment, records, sanctions, accidents, complaints and staffing. In a sample of six months only one visit involved seeing one young person due to them being in school during the visits. There was no evidence that staff had been spoken to. There were limited actions with only two of the six reports containing any actions. The reports would benefit from greater analysis to demonstrate how the findings impact on the outcomes for young people. We read the last Quality of Care report May 2017 to April 2018, this was a detailed report outlining what the service had achieved in the twelve months and highlighting the service objectives for 2018/19. The report did not evidence any consultation with parents, young people, social workers or other professionals and how these impacted on the running of the service and outcomes for young people. Management oversight of records could also be improved including the signing of records to evidence records had been read and agreed. We concluded that overall the systems established for reviewing and monitoring the quality of care given to young people did not meet legislation. Young people cannot be confident there is a robust quality assurance system in place to identify and address shortfalls.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

The service was notified that it was not meeting regulatory requirements in relation to the recording of physical interventions, Regulation 17(d)(f), as the recordings did not always include the length of time of the intervention and a reflective account to inform future practice.

This was partly achieved at inspection. Records we viewed did include the length of time the intervention but a de-brief/reflective account was not consistently available which is recommended below.

5.2 Areas of non compliance at this inspection

- Regulation 66 - Supervision of management of the service: This is because the responsible individual has not ensured proper oversight of the management, quality, safety and effectiveness of the service. This is because risk assessments and personal plans did not always include up to date information and were not consistently updated after incidents to provide appropriate guidance to staff to keep young people safe. Additionally, decision making regarding the placement and compatibility of young people had not fully taken into account the existing group of young people already living at the home nor the manager's knowledge of the group of young people residing at the home. The service lacked management oversight regarding these matters and there was an absence of a robust quality assurance system.

We did not issue a notice of non compliance on this occasion, as there was no immediate or significant impact upon the young people using the service.

5.3 Recommendations for improvement

- Ensure the admission documentation is completed in line with the home's policy.
- Ensure all young people's behaviours are outlined in their risk assessments and personal plans. Additionally, review the risk assessments procedures with particular regard to formalising the system whereby staff are required to sign the record to indicate that they have read and understand any amendments.
- Undertake an audit of the case file for each child using the service to ensure that key documents are in place and up to date.

- Ensure young people being admitted to the home do not have a detrimental impact on the young people already living at the home as their needs should take priority. This should take account of the manager's knowledge of the current group of young people living at the home.
- The home's records to consistently make reference to 'young people' as opposed to 'residents' and 'home' instead of 'unit'.
- Independence plans are drawn up for young people and increased opportunities for the development of independence skills are made available.
- Ensure placement plans are more outcome focused and evidence that young people have been involved in reviewing and are aware of their content.
- Manager and Responsible Individual to develop a system to improve their oversight of records.
- All complaints need to be recorded in one place with records indicating the outcome.
- Monitoring visits need to be more robust and should include a discussion with the staff on shift, the young people and other professionals where possible.
- Ensure young people and staff are de-briefed after incidents with a record of this to be available.

6. How we undertook this inspection

This was a full unannounced inspection undertaken in accordance with the CIW inspection framework.

The following sources of information were used to inform this report:

- One unannounced visit to the home on the 19 October 2018 and a further announced visit on the 23rd October 2018.
- We reviewed information about the home held by CIW.
- Observations of interactions between the staff and the young people.
- We spoke with one young person and received questionnaires from three young people.
- We spoke with the registered manager and members of staff on duty.
- We received three questionnaires from members of staff.
- We looked at a range of documentation held at the home including the Statement of Purpose and Children's Guide.
- Examination of records relating to safety of the premises.
- We viewed the premises, including the communal areas and the young people's bedrooms.
- We viewed a sample of general documentation held at the home including staff supervision records and documentation relating to the placement of young people in the home.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Registered Manager(s)	Karl Culpeck
Registered maximum number of places	4
Date of previous Care Inspectorate Wales inspection	03/08/2017 & 11/08/2017
Dates of this Inspection visit(s)	19/10/2018 & 23/10/2018
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	Working towards
Additional Information:	