

Bridgend County Borough Council

Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

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Action Plan in response to CIW Inspection of Bakers Way

REQUIREMENTS	ACTIONS	TIMESCALES	DESIRED OUTCOME	METHOD OF MEASUREMENT	Outcome	LEAD OFFICER
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. They have failed to consistently ensure that the needs of the children are met and that they are properly safeguarded. This is because risk assessments and personal plans were not consistently updated after incidents to provide appropriate guidance to staff to keep children safe. Staff were not always following children's plans and the staffing levels were not always maintained to the agreed ratio, placing children at risk. The service lacked management oversight of all of these matters and there was an absence of a robust quality assurance system.	RI visit are scheduled for the year with an independent manager carrying out monthly assurance checks	Jan 2019	Quality insurance is monitored effectively	Positive overview of the service	Completed	LK/SD/DE

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RECOMMENDATIONS FOR IMPROVEMENT						
Body maps would benefit from more detail regarding the incident and what actions had been taken by staff in response to provide a rationale for the decision making.	<p>Management oversight to include a conclusion and rationale for decision making. Management to monitor content/quality of reporting</p> <p>Body maps are used as a matter of course and all relevant parties are made aware with the decision making clarified</p>	Feb 2019	To have more detail with regards to decision making on injury/bruising of children.	Manger/Senior Oversight.	Completed	Debra Evans
The home is required to make a record of staff and young people who are present during a fire evacuation drill.	The senior responsible for monitoring the fire file has been engaged in discussion to ensure an understanding of what's expected.	Immediately	For the required information to be completed every fire drill	The seniors roles and responsibilities will be monitored through the supervision process.	Completed	Debra Evans
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.	Keyworkers have responsibility to update their key children's files.	Immediately	All files are up to date. A process is in place where files are audited through the supervision process	Seniors/managers to do an audit of the file through team supervisions checking that all documentation is up to date.	Completed	Debra Evans and Senior Residential Team
The sensory bedroom should only be used when the bedroom is not occupied to allow children to have complete ownership and privacy of their bedroom space when they stay at the home.	Building works have been undertaken to provide a sensory area. The bedroom in question is no longer used as a sensory room.	November 2018	Each child in residence will have ownership of the room they occupy.	No bedroom is a sensory room	Completed	Debra Evans
Review the risk assessments procedures with particular regard to formalising the system whereby staff	Speak to team in Team meeting and highlight the importance of read and	Immediately	Risk assessments are signed by all staff. When risk assessment are	When reviewing files in supervisions	Completed	Debra Evans and Senior

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<p>are required to sign the record to indicate that they have read and understood any amendments.</p>	<p>signing R/A.</p> <p>Team agreed to read all documents prior shift and check read and signed.</p> <p>Team agreed once updating files to write in communications book that staff need to read and sign.</p>		<p>completed staff are advised through the communication log to read and sign. This is monitored through supervision</p>	<p>Seniors/managers to check if they have been signed by the staff team.</p> <p>Messages to be written in the communications book for staff to read and sign.</p>		<p>Residential Workers.</p>
<p>Children's supervision levels need to be maintained by staff at all times to ensure children are kept safe.</p>	<p>Discuss with the staff in team meetings the required levels of supervision for each young person using the service, taking in to account their individual plans.</p>	<p>Immediately</p>	<p>Supervision levels are maintained at all times. Staff are clear of the level of supervision required by each young person using the service</p>	<p>Incident reports to monitor any issues. Levels of supervision required for each young person to be discussed in staff supervisions.</p>	<p>Completed</p>	<p>Debra Evans and Senior Residential Workers</p>
<p>Any incidents need to be written up promptly and shared with parents and social services in a timely manner.</p>	<p>Discuss in team meetings the required response to incidents and who should be notified. A record of speaking with parents to be recorded in section 7 of children's files.</p> <p>Senior/Manager to check on the recordings of section 7 once incident is completed.</p>	<p>Immediately</p>	<p>All information is shared in a timely manner Incident reports are up loaded to WCCIS, whoever completes the paperwork emails the management team and there is a process to ensure all relevant parties are informed</p>	<p>Manger Oversight</p>	<p>Completed</p>	<p>Debra Evans</p>

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All complaints need to be recorded in one place with records indicating the outcome.	Develop a system to record complaints, which clearly outlines responses/outcomes	March 2019	Complaints are recorded appropriately. All staff to be clear of the process of responding to any complaints.	Manger oversight	Completed	Debra Evans
The service needs to notify CIW of incidents in line with legislation.	Send staff team a copy of the CIW notifications criteria. Add Seniors to be admin of CIW Online.	March 2019	All incidents that meet the criteria are sent to CIW. All the management team now have access to CIW notifications	Manger oversight	Completed	Debra Evans
Compatibility of children's needs should be recorded with an analysis which demonstrates that consideration has been given to appropriate matching of all children at each stay.	To implement a procedure that shows the compatibility of children alongside the bookings. Manager and Senior staff to consider compatibility of all young people using the service.	To be implemented from next booking. April 2019	To show that consideration has been taken regarding the capability of children using the short breaks service. Management team to consider each referral in respects of placement matching and a compatibility when completing the booking form.	Once a referral has been completed. Manger or senior, to complete capability assessment.	Completed	Debra Evans/ Senior Residential
Monitoring visits need to be more robust and should include a discussion with the staff on shift and with the children where possible, or at least observing the children with staff. In addition to parents, carers and other stakeholders where possible.	To discuss with other managers when they are completing monitoring visits.	Immediately	That a more robust system is in place for monitoring the service. Keeping the manager informed on any short fallings within the service. RI visit are scheduled for the year with an independent manager carrying out monthly quality assurance checks new paperwork has been developed to consider all aspects of the service	Comprehensive quality assurance checks are in place. RI monitoring visits are scheduled	Completed	Debra Evans
PEEPS for children need to be reviewed in line with the service's own policy.	Send an email to all keyworkers to explain their role and what is required when updating a child file.	Immediately	That all Peep fall in line with service policy. The PEEPS are scheduled in line with the 6 monthly review for consideration	Through supervisions.	Completed	Debra Evans and Senior Residential Workers

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	Inform staff in team meeting of requirements. Regular audit checks to be carried out during supervision to make sure that PEEP's are reviewed in line with policy.					
Staff to receive training in PECS to assist with supporting children who stay at Bakers Way.	To arrange through Herosnsbridge School training on PECS and communication methods.	By end of February 2019	All staff have appropriate training on communication.	Manger/Senior oversight	Completed	Debra Evans and Senior Residential Workers
The service is required to evidence that there is management oversight in relation to what actions are taken in the event of staff shortages. The impact of temporary staff capacity to cover shifts whilst meeting the complex needs of children are also considered.	Casual Workers from herosnbridge school to be taken on as part of the staff team, as they all the relevant training to deal with complex needs. The rota is managed by the management team with an Identified senior having direct oversight. If necessary the cancellation process to be followed when staff shortages cannot be managed.	Immediately	The service is staffed to meet need.	Manger/Senior oversight	Completed	Debra Evans and Senior Residential Workers
Managers monitor and review the support given to the core staff team in ensuring they feel supported at all times to carry out their role effectively.	Supervisions to be completed on a monthly basis.	Immediately	The staff team are supported at all times, Supervision is scheduled and undertaken	Manger/Senior oversight	Completed	Debra Evans and Senior Residential Workers
Where supervision sessions do not take place within the agreed timescale, the reason for the delay should be recorded.	Complete a template of the supervisions not taking place and give the reasons why.	Immediately	Record of missed supervisions are kept and sufficient reasons for delays	Manger/Senior oversight	Completed	Debra Evans and Senior Residential Workers

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Following incidents, records should indicate that staff receive a debrief and agreed decisions are documented regarding a way forward.	<p>When incident reports are completed and sent to senior staff, it's to be logged in the communications book. Once actions have been reviewed then senior/managers to feedback information through communication book.</p> <p>All incidents to be discussed in team meetings and give feedback verbally.</p>	Immediately	All staff are debriefed when there is an incident and desired outcomes recorded	Manger/Senior oversight	Completed	Debra Evans and Senior Residential Workers
Consideration of a fridge to be purchased for the medication to be stored separately.	Fridge to be bought to store medication separately.	Jan 2019	Medication is kept separately and away from main fridge	Manger/Senior oversight	Completed	Debra Evans and Senior Residential Workers