

# Bridgend County Borough Council

## Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

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### Action Plan in response to CIW Inspection of Harwood House

REQUIREMENTS	ACTIONS	TIMESCALES	DESIRED OUTCOME	METHOD OF MEASUREMENT	Outcome	LEAD OFFICER
<p><b>Reg 5.2 Areas of non-compliance from this inspection.</b></p> <p><b>Regulation 6</b> – The service has not been carried on with sufficient care and competence.</p>	<p>All staff require following Training:</p> <ul style="list-style-type: none"> <li>Safeguarding Children with disabilities.</li> <li>PECS</li> </ul> <p>Certain staff require following training:</p> <ul style="list-style-type: none"> <li>Team Teach</li> <li>ASD</li> </ul>	29.03.2019	<p>All current staff have or are receiving Team Teach training</p> <p>All staff apart from any new starters have completed PECS</p> <p>All</p> <p>All current staff have complete Safeguarding children with disabilities</p> <p>All current staff have completed ASD training</p> <p>New recruitment has been undertaken and will require training to be arranged as a priority</p>	<p>All staff has been informed of the training and all contracted staff are booked on to complete the training. There are casual workers who have been unable to complete the training due to other work commitments it has been explained to these individuals that they won't be able to work within the service until they have completed this training.</p> <p>Procedures to regularly review to makes sure staff are</p>	<p>Completed by core staff team</p> <p>Completed by 2 Casuals that hadn't completed on first inspection</p>	Debra Evans

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<p><b>Regulation 26</b> – The service is not provided in a way which ensures that individuals are safe and protected.</p>	<p>Child protection procedures which under pin the safeguarding policy to be written to guide staff. Body charts to be made to highlight any injuries found. Step by step guidance on reporting to be written.</p> <p>Written Guide to be updated to reflect the needs of the children in the service</p>		<p>Safeguarding guidance in respects of children with disabilities has been updated, Body flow charts are used in respects of any injuries and there is a flow chart to respond to any concerns</p>	<p>aware of protocols.</p> <p>Management Oversight and regular reviews of safeguarding procedures</p>	<p>Completed</p>	
<p><b>Regulation 29</b> – Appropriate use of control and restraint.</p> <p><b>Regulation 19</b> – Information about the service. This is because the</p>			<p>All staff to have Team Teach Training</p>	<p>Staff following Team Teach training will consider their responses to incidents and this will be supported via risk assessments and Behaviour management plans</p> <p>On acceptance of referral manager/senior team to investigate the</p>	<p>Completed</p> <p>Working towards</p>	

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written guide to the service is not in a format that reflects the needs and understanding of the children who use the service. No non-compliance notice issued on this occasion as no immediate or significant impact upon the children using the service.			The nature of the young people who access the service would require an individual tailored guide dependant on their capacity. PECS is currently used along with social stories to assist with understanding	young person's capacity. Then create an individual guidance to the service in line with their capacity.  Will produce an example that may be used for a new refferal		
<b>RECOMMENDATIONS FOR IMPROVEMENT</b>						
The manager should ensure that each child living in the home has the opportunity to practice fire evacuation procedures.	Fire procedures work to be set up for all young people so they understand the fire drills.  Each child is to be present with fire drills are being completed.	June 2019	All children to have the opportunity to practise fire drills	Through management oversight through supervisions. Monthly Audit Checks to be put in place to ensure these systems have been followed.	Completed	Debra Evans
Review recording procedures with particular regard to formalising the system whereby staff are required to sign records such as behaviour management strategies and risk assessments to indicate that they have read and understood any amendments.	Senior residential workers have the responsibility of checking r/s and BMP have been signed	Immediately	All staff are aware of changes and actions for children.	During Supervision Management oversight the work has been complete. All sent by emails with read receipts as an extra monitoring system.	Completed	Debra Evans

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The manager should ensure that the child's voice is consistently recorded in records and documents, and where children are not able to communicate verbally, more creative ways should be developed to ensure that their rights are upheld.	<ul style="list-style-type: none"> <li>To look at ways of recording the children's voice more.</li> <li>To visit other local services for idea sharing.</li> </ul>	June 2019	The children's voice and wishes are viewed.	Through supervisions and team meetings	Working towards	Debra Evans
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.	<ul style="list-style-type: none"> <li>New manager to come into the service and complete the monitoring visits. Monitoring visits are now carried out by an independent Manager alongside the RI visits. New paperwork has been introduced to cover all aspects of the service</li> </ul>	Immediately	Monitoring visits are now carried out by an independent Manager alongside the RI visits. New paperwork has been introduced to cover all aspects of the service	Management oversight Monthly Audit Checks to be put in place to ensure these systems have been followed.	Completed	Debra Evans
Manager 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.	Regular supervisions and team meetings to be held.	Immediately	Team meetings and supervision are taking place. Staff are encouraged to raise ideas/concerns as appropriate	Management oversight Monthly Audit Checks to be put in place to ensure these systems have been followed.	Working towards	Debra Evans
The manager must ensure that the systems to ensure people's health and physical safety are implemented fully and that there is proper management oversight that this is happening.	<ul style="list-style-type: none"> <li>Regular Monitoring visits</li> <li>Role of fire safety has been given to a Senior Residential worker.</li> </ul>	Immediately	The home is a safe environment for the children  A senior Residential Worker has oversight of all Health & Safety	Management oversight, by overseeing work in supervisions. Monthly Audit Checks to be put in place to ensure these systems have been followed.	Completed	Debra Evans

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			procedures. These are then audited monthly by the manager			