

## Updates in Response to Non-Compliance Notices issued in CIW Inspection – Harwood House, Bridgend

<b>Care and Development</b>	<b>Our Ref: NONCO – 00007164-PHBP</b>
<b>Non-compliance identified at this inspection</b>	
<b>Timescale for completion</b>	<b>29/03/19</b>
<b>Description of non-compliance / Action to be taken</b>	<b>Regulation number</b>
Appropriate use of control and restraint.	29 (2) 29 (3)
<b>Update – 26.03.19</b>	
<ul style="list-style-type: none"> <li>• The Registered Manager and all permanent staff have completed Team Teach training. There are 3 casual members of staff who were unable to attend the scheduled sessions; however, these staff will not be used until they have completed the training.</li> <li>• A revised Incident Reporting document has been produced alongside the updated Safeguarding Policy. The document ensures that staff consider the impact of the incident on the child and utilise various communication strategies to elicit the child’s wishes and feelings, as far as is practicable.</li> </ul>	
<b>Leadership and Management</b>	<b>Our Ref: NONCO – 00007162-BCLH</b>
<b>Non-compliance identified at this inspection</b>	
<b>Timescale for completion</b>	<b>29/03/19</b>
<b>Description of non-compliance / Action to be taken</b>	<b>Regulation number</b>
The carrying on of the home with sufficient care and competence.	
<b>Update – 26.03.19</b>	
<ul style="list-style-type: none"> <li>• All staff members have completed bespoke training on Safeguarding Children with Disabilities which emphasised the reporting and recording of incidents, to ensure all staff are clear about the processes and procedures that need to be followed.</li> <li>• All fire checks are now carried out in line with the Statement of Purpose, however at the time of the annual review, this section will be reconsidered and revised if appropriate.</li> <li>• All staff are aware of and have read the key documents that underpin their practice. Specific focus was paid to this during the Safeguarding training and is monitored and reinforced by the Registered Manager during staff supervision and team meetings.</li> <li>• Arrangements are in place for the Registered Manager to receive electronic copies of their monthly supervision notes.</li> </ul>	

- To date all but two members of staff (due to sickness on the day) have received specialist ASD training. There has been training arranged for both of the staff members for 1<sup>st</sup> April 2019. All staff are trained in PECS. The Registered Manager is completing her final day on 29<sup>th</sup> March 2019.
- Training surrounding recording and reporting incidents has been delivered as part of the bespoke Safeguarding training delivered in February 2019.
- New Incident Recording forms have been implemented which outline detail of the child's voice after an incident and more details with regards to the preamble and incident.
- Forms and processes have been developed to encourage staff to capture the 'voice of the child'. This will be further embedded during a team development day, which will consider the principle of children's rights in the wider context.
- The senior residential workers have been given clear expectations of their roles and responsibilities and a senior checklist file has been produced so that auditing of health and safety checks and responsibilities can be overseen by the manager.
- An internal central drive is in place which all Local Authority Responsible Individuals, Registered Managers and relevant support staff have access to. This contains all quality assurance documentation, statements of purposes etc.

**Wellbeing**

**Our Ref: NONCO – 00007163-VGBJ**

**Non-compliance identified at this inspection**

**Timescale for completion**

**29/03/19**

**Description of non-compliance / Action to be taken**

**Regulation number**

The service has not been provided in a way which ensures that individuals are safe from harm.

**Update – 26.03.19**

- A revised Incident Reporting document has been produced alongside the updated Safeguarding Policy. The document ensures that staff consider the impact of the incident on the child and utilise various communication strategies to elicit the child's wishes and feelings, as far as is practicable.
- All staff members have completed bespoke training on Safeguarding Children with Disabilities which emphasised the reporting and recording of incidents, to ensure all staff are clear about the processes and procedures that need to be followed.
- Regarding the incident in October 2018, specialist safeguarding training has been undertaken by all staff members and the matter has also been addressed via the development of body maps and flowcharts to enable staff to feel confident in taking appropriate action.