

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 Community Home
24th July 2020**

	REQUIREMENTS	ACTIONS	TIMESCALES	DESIRED OUTCOME	METHOD OF MEASUREMENT	OUTCOME	LEAD OFFICER
1.	Regulation 12 (2) – The service provider has not ensured that there is policy in place detailing the procedure to be followed when a child is absent without permission.	Harwood House follow the All Wales Protocol for missing children. A flowchart to be produced for staff to follow in the event that a child is absent without authority.	December 2019	Staff will have the knowledge of how to respond to a young person being absent without authority	Management Oversight	Completed	DE
2.	Regulation 15 (1) (6) and (7) – The service provider did not evidence that personal plans were consistent with people’s care and support plans. They also did not include personal outcomes or detail how people would be supported to achieve their personal outcomes.	All young people to have personal plans and support plans in place	January 2020	All plans to be in place and promote positive outcomes for all young people	Management Oversight	Completed	DE JM
3.	Regulation 16 (1) – Personal plans had not been reviewed as required	Measurement system to be put in place to make sure that plans are reviewed within the timescales.	Immediately	All plans to be reviewed in the 3 month compliance date	Management oversight	Completed	DE, JM, DS, JS
4.	Regulation 19 (2) (b) – The young person’s written guide to the service was not suitable in language, style, presentation and format. Access to, and support to access advocacy services needs to be clearer.	To develop a guide where the young people who reside in Harwood House are able to understand with their level of need.	January 2020	When young people at Harwood House are transitioning in they are given the information they need in a format they understand	Management Oversight	Completed	DE

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	GOOD PRACTICE RECOMMENDATIONS						
4	The manager should ensure that all incidents in which a child has sustained an injury include a body map.	All incident forms that have an injury to have a body chart in place.	Immediately	Robust system of recording	Management/Senior Oversight	Completed	DE,JS,JM,DS
5	Responsible individual to ensure that timely action is taken if the manager is absent to ensure that the systems and processes continue to operate effectively.	In the event that the Manager is absent for an extended period, alternative arrangements will be established to ensure the Home continues to operate effectively.	Immediately	Sufficient Management arrangements in place at all times		Completed	LK/SH
6	Key worker reports should be completed routinely to evidence children's progress	Develop the keyworkers and the reports so they are routinely completed. Update current Keyworker reports in line with the regulations.	December 2019	All young people have their progress monitored	Senior/Management Oversight	Completed	DE, JS, JM, DS
7	Risk assessments should be specific in terms of the actual risks so that the reasons for actions to mitigate against them are clear.	Behaviour Management Plans have the actual risk and reasons for actions. Work to be completed with risk assessments so they flow through all documents.	March 2020	All risk assessments and behaviour management plans are robust and flow through information	Managers and Senior Oversight	Completed	DE, DS, JM, JS
8	The manager should consider developing a	Risk Registers are used monitor all incidents. Discussions with other residential	March 2020	All managers have a system to analyse safeguarding	Management Discussions and Oversight		DE

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	system for regularly identifying and analysing safeguarding incidents.	managers to develop a system where all homes can analyse safeguarding incidents.		incidents across children's services			