

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Crosslands Children`s Home
Crosslands
318 Cowbridge Road West
Ely
Cardiff
CF5 5TD

Type of Inspection – Focused
Date(s) of inspection – Wednesday, 4 March 2015
Date of publication – Wednesday, 25 March 2015

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Summary

About the service

Crosslands is registered as a children's home. The registered manager is Siobhan Teague, the responsible individual is Debbie Martin Jones and the registered provider is the County Council of the City and County of Cardiff

What type of inspection was carried out?

This was an announced focussed inspection and employed the following methodology;

- discussion with the young people, staff and managers
- checking placement plans, risk assessments and other records

inspection of the premises

What does the service do well?

All aspects of the service provided at the home were very good.

What has improved since the last inspection?

These are some of the improvements that had been made since the last inspection;

- a family type car had been obtained
- the model of care had been subject to continuing development

joint working between the home and the young people's Social Workers had improved as a result of the change in line management arrangements

What needs to be done to improve the service?

No areas of improvement were identified as necessary.

Quality Of Life

Each of the six young people had moved in since the last inspection.

Compatibility between them was good with no evidence of the needs or behaviours of some adversely affecting the others.

We (the CSSIW) met each of the young people and four of them shared their views with us about living at the home. What they said reflected their personal challenges as well as their particular support needs and most of what they said about the home was positive. It was apparent, that some were struggling to manage their feelings about not being able to live at home with their families.

Most of them said they liked the staff and were able to acknowledge and appreciate the efforts they made in caring for them. They all said they got on with the other young people.

The model of care had been subject to ongoing development and was based on a range of theoretical frameworks that underpinned the home's culture. Observations indicated that the young people received consistent messages from the staff that acknowledged them as individuals and provided them encouragement; positive reinforcement and helpful behavioural boundaries.

One of the young people spoke very positively about a camping holiday they had been on with the home and it was pleasing to see that a photograph album and memory box had been compiled for each of the young people to be given to them when they would leave.

The arrangements for assessing and meeting the individual support needs of the young people were well developed. These included well established key working relationships and review processes to monitor their progress. Placement plans were checked as well as risk assessments and evidence of their ongoing review.

All of the young people were attending an agreed programme of education or training and most were involved in constructive sports, leisure and social activities outside of the home.

Overall, it was evident that the children received very good support and encouragement to engage in constructive lifestyles; to engage in positive relationships and to make plans for their futures.

Quality Of Staffing

Several staff had left the home since the last inspection though suitable staffing levels had been maintained. The staff group included a mix of newer and more experienced staff and male and female staff of different age groups.

The majority were suitably qualified and the four newer staff members were undertaking the necessary qualifications.

There were a sufficient number of senior and residential support workers to provide robust support for the young people. This included those with designated responsibility for the promotion of their health and education.

Some young people spoke very positively about the staff and some said how fond they were of individual staff, including their key workers.

The staff members on duty were seen to engage with the young people in a manner that reflected the ethos of the home as well as a sense of enthusiasm for their roles and aspiration for the young people.

Overall, evidence indicated that the quality of staffing was very good.

Quality Of Leadership and Management

The managers had implemented an ethos and approach to supporting the young people which had been developed and improved over recent years.

There was every indication that the model of care was consistently employed and effective in supporting the young people to achieve good outcomes.

Since the last inspection, there had been a change in the arrangements for the line management of the home. A new responsible individual had been nominated, who was also responsible for the management of the young people's Social Workers. The managers said this development had brought about better communication and more integrated working relationships between the home and the young people's Social Workers.

Staff confirmed that they had received good support from their managers and that team meetings and staff training had taken place to promote and support their ongoing development.

The reports of the monitoring visits made on behalf of the registered provider showed evidence of consultation with the young people and appropriate scrutiny of the arrangements for their care.

Evidence indicated that the managers of the home had the necessary skills, commitment and ambition to deliver high quality care for the children and to support its ongoing improvement.

Quality Of The Environment

The quality of the environment was very good.

The home was seen to be spacious and in good decorative order. It had good quality furnishings and fittings and a suitable range of equipment to provide for the young people's learning and leisure time.

The atmosphere at the home was relaxed and homely and created a supportive and enabling environment for the young people.

How we inspect and report on services

We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.

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Non Compliance Notice

Childrens Home

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in CSSIW taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.cssiw.org.uk

Crosslands Children`s Home

Cardiff

Date of publication: 11 March 2015

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Staff prompt: select title as required

Quality of Life

Quality of Staffing

Quality of leadership and management

Quality of Environment

Non-compliance identified at this inspection and action to be taken

Description of Non Compliance / Action to be taken	Timescale for completion	Regulation number
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