

**CITY OF CARDIFF COUNCIL
CHILDREN'S SERVICES**



RESIDENTIAL SERVICES

**Annual Quality Assurance Report
CROSSLANDS CHILDREN'S HOME
1 April 2015 - 31 March 2016**

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ANNUAL REPORT IN REGARD TO QUALITY ASSURANCE CROSSLANDS CHILDREN'S HOME

1st April 2015 – 31st March 2016

INTRODUCTION

The purpose of this report is to provide a review of the quality of care offered by Crosslands Children's Home during the period: **1 April 2015 - 31 March 2016** in accordance with the requirements of Regulation 33 of the Children's Homes (Wales) Regulations 2002.

Regulation 33 (2) states that the registered person shall provide to the appropriate office of the National Assembly a report in respect of each review conducted for the purposes of paragraph (1), and make a copy of the report available on request to children accommodated in the Home, their parents and placing authorities.

Information provided in relation to the monitoring of the matters is detailed in Schedule 6.

To help identify patterns and processes that require changes in order to improve the quality of the care provided at the Home, all matters detailed in schedule 6 are monitored by the Registered Person. Other monitoring practices used by the manager include:

- Responding to young people's complaints
- Reading young people's logs daily
- Reading all information in the Home's log daily
- Reading, analysing and responding to all incidents
- Reading all behaviour observation charts
- Observing staff in their daily practice with young people
- Undertaking supervision on a one to one basis with staff
- Annual Personal Performance Development Reviews (PPDRs) for all staff
- Holding monthly Placement Reviews where the young person's parents and social worker's views on the performance of the Home are sought
- Spending one to one time listening to young people's views
- Implementing recommendations from Independent Reviewing Officer (IRO) statutory visits
- Reading and responding to the issues raised by young people in their circle meetings
- Consultation systems that record young people's, and others opinions, views and comments

The Home has a number of mechanisms for consulting with young people and it has been able to analyse the information collected to improve the way the Home operates. The Home encourages young people to engage in consultation and make decisions about their lives as well as influence the running of the Home.

Examples of questionnaires are evidenced at **Appendix 1 of this report**. The young people have designed the questionnaires and complete them on a regular basis.

The form consists of specific questions that have been identified as being the most appropriate at the time of consultation with young people.

This questionnaire will continue to be developed as further young people are accommodated and consulted about the way they are cared for. Generally the comments are very positive and young people have been able to share their likes and dislikes concerning food, bedtime, activities and relationships with staff and what, if anything, would improve their time at Crosslands. The main finding is that young people want to maintain and improve their relationships with their families, this is very important to them.

Questionnaires were also sent to parents to gain their feedback but the return rate was low despite enclosing a pre-paid envelope with the questionnaires. Of the responses that were received the comments were positive and recognised the home's contribution in helping to build and restore their relationship with their child.

The Regulation 32 visitor is independent of the Home. The person undertaking the visits meets with the young people to ascertain their views, comments and any complaints about the running of the Home. During this period 21 interviews with young people took place. Throughout this period 13 young people were accommodated.

The Regulation 32 visitor has made great efforts to meet with the parents of the young people to ascertain their views about the quality of care their children receive whilst living at the Home. One young person's mother met with the Regulation 32 visitor at Crosslands in February. The comments were very positive.

"I was worried about her living in a residential children's home but it's much better than I thought. She is doing well with her education and is functioning socially much better. The staff are really good and if she has an agreement in the home the staff will go after her and help her to talk it through. I much prefer her in Crosslands to Foster care because she has more freedom and more contact with Mum and Dad. The staff are brilliant and they keep in contact with me letting me know everything I need to know. There are occasions when I wish people would listen more to her views about where she wants to live".

The young person's mother continued to praise the staff and management at Crosslands before leaving to go to her meeting.

Most of the young people spoken with throughout the year have provided very welcoming comments about the care and support they receive. Examples of the observations recorded throughout the reports include young people appeared content and supported, staff showing young people genuine levels

of warmth, speaking about young people with great sensitivity, levels of care were very good and levels of humour were relaxed and trusting.

Examples of some of the young people's comments are:

"I want to be a mid-wife and Siobhan is really helping me now, she actually listens to what I want and now she is helping me back seeing my family". I encouraged the young person to reflect on the last time I visited and she said "I get on ok with all the staff and I like Siobhan coz she listens to me now and helps me to do things".

The young person (X) said *"I went to see One Direction the other night with one other young person and two members of staff and it was really good".*

"Its better when Siobhan and Jan are here; the staff do more, and I'm glad I've got a new key worker now". This issue was addressed with the establishment of a new Deputy Manager post to ensure there was a regular Management presence at the home and to enable management to attend the home over the weekends and evenings.

"I've started going to Youth club in Llanderyn 3 nights a week and I've met new people. The staff take me and pick me up and I like going its good I get to play pool". Prior to coming to the home this young people was not engaging in any activities and was socially isolated from his peers. While resident at the home this young person re-established his faith and regularly attends a Mosque.

The young person went on to say how she liked living in Crosslands; and enjoyed the company of the staff especially RCCO (AR) when she took her to London for a day trip. *"We went sightseeing, Big Ben, River Thames, Houses of Parliament, shopping, food and we used the Tube. It was brilliant".*

The young person moved over to the menu and picked it up to read. He said *"I like Gammon and Toad in the hole so I might eat in tomorrow night and the night after".* I asked if he is able to have his preferred option of food and meals on the menu and he said yes and if there is a meal he doesn't like he can have an alternative meal.

"I like the food and we get a choice of what we want to eat but it's not better than my mums". He said he thought some of the staff were ok especially those who took him out on activities.

The Young person said all of his meals are prepared using Halal Meat and consistent with the planned menu for the home for example: Spaghetti Bolognaise and there is always a choice. He said he enjoys helping in the kitchen with the Sunday lunches and has made cakes a few times. He said bedtimes are not good at Crosslands, too early 9:30 – 10pm and *"Strict parents create sneaky kids".*

X said he had been to Oakwood on a trip and would like to go to see Formula One. He said he had joined the Life style gym because he wanted big muscles.

I asked X if she had time to have a chat with me. She agreed stating she couldn't spend too long because she wanted to help make her packed lunch before setting off for Bristol Zoo.

Common themes were:

Lots of activities

Food is ok and there's always a choice

Bedtime routine is too early

More pocket money

Mobile phones and credit very important

YP encouraged to do their own washing

The Regulation 32 visitor regularly commented that the 'commitment and continuity of a highly skilled team was demonstrated throughout the visit to ensure all children and young people are responding positively to the restorative approach and reaching their full potential'. The Regulation 32 visitor also observed positive communication and engagement with young people.

Some examples of the Reg 32 Visitor Comments are:

During this visit I spent time chatting informally to one young person who reluctantly agreed to have me present in the kitchen while he prepared drinks with an RCCO. I observed the staff member working positively together with the individual using every opportunity for the young people to make appropriate choices and decisions about his life and learn how to appropriately communicate with others and develop independent living skills to help him in the future.

The staff team remain vigilant and committed in ensuring young people have a stable and consistent Educational plan. One young person has maintained a placement over the past few months despite a series of behavioural incidents at the very start of her placement.

During this visit I spent time with young people chatting about their activities during the half term week and observed young people completing daily living tasks and chores to comply with strategies and plans implemented to support personal development. I observed Staff positively interacting with young people and encouraging self-help and independence skills encouraging appropriate choices and decisions. Staffing levels were proportionate to meet the changing needs of individuals living at the home and it was evident that the service and staff are able to adapt and improvise as and when necessary to meet the complex emotional needs of the young people present from time to time.

The comments from the staff were all positive. Staff commented that they received support from management who make a real effort to meet with them and that supervisions were flexible to support staff needs.

Examples of staff comments are:

NL said he loves his job and has developed good relationships with the children and young people. He said it took quite some time to gain a permanent position as an RCCO, but really enjoys the job *“There are lots of positives”* NL said *“The abuse we are given by the Children and Young people isn’t personal, it’s about the situation which they have very little control of. They need to vent their frustration somehow. I wish more work could be done, where we could be more honest with parents and say it as it is”*.

NL said the training was very good and is helping him to continue to develop skills to work more effectively and communicate with young people. NL explained *“We have a collective staff team, we all bring something to the job, and we are all able to reflect on situations and learn from each other. We can acknowledge others strengths and weaknesses and I wouldn’t feel uncomfortable reflecting and de-briefing with another staff member and suggesting different ways to do things, which I think is a real positive”*.

The RCCO (BD) explained he had taken 2 people camping for one night during the May half term holidays. *“It went really well and the young people had a brilliant time, we went to the Waterfalls and canoed down the River Wye. We stayed on a farm that was quite remote and the farmer brought us our water. There were chickens and a Shetland Pony and the weather was really good. We took all of our own food, frozen meat etc and cooked it”*.

I asked the RCCO (BD) how he was getting on with his QCF qualification. He said he had 7 units still to complete and is planning to do one a week, although only recently he has found out that the qualification needs to be completed by the end of August due to funding arrangements with the local college. Ben said he has spoken to the deputy manager Jan Moreland and they have agreed for the RCCO (BD) to set aside time for study. *“Jan has been good as gold, she is very supportive and has helped me to focus on the qualification. Another colleague (CF) has also been really good helping me to understand and interpret the questions and evidence requirements”*. The RCCO explained he has been in post almost a year and feels he has developed valuable relationships with young people and colleagues. He said he enjoys the work at Crosslands very much and has got on much better than he thought at the beginning of his induction.

She said she started her induction last Tuesday and the team have been very helpful and supportive in getting to know the young people and the policies and procedures for the service. On each day she is allocated a mentor and is working her way through the induction checklist, understanding all recording and reporting documentation, policies, procedures and systems etc. Mandatory training has been planned and she is due to complete her driving assessment, Food Hygiene, First aid and Safeguarding Children over the next few weeks. RCCO (BA) explained her previous job role was in the Youth

Service and although much of her experience and skill base is transferable she hasn't worked in a residential setting; however welcomes the change. She said *"Nothing is too much trouble for the team"*.

The night worker has a permanent post 10 – 8, 2 nights a week, and she said she is always able and available to work extra hours as overtime. She explained she previously worked for the Council in Older People Services however really enjoys working in Crosslands. She said *"I didn't think I'd be able to cope emotionally however over the last 2 years I have learnt why there is such a need for looked after services and the benefits of group living for the young people. I feel my job is very rewarding, I like to see the young people progress and develop independence skills ready to move on"*. I asked JH about the training this morning. She said *"It was all about communication and why it is important to think and be mindful of what you say, who you say it to and does it need to be said, we need to think about who's needs are being met when we communicate. It's about de-escalating situations and reflecting back what the young person has said, listening to the young people and helping them to manage their feelings"*. She continued to say she was up to date with all mandatory training, and she received regular supervision with Jan Moreland who is very accommodating coming in early before the end of her shifts, to avoid staying on in the morning. I asked about night duties and tasks. JH explained the priority is to settle the young people to bed and if young people are not in the building it's the night staff's role to encourage them back safely.

The comments detailed above range from a long-standing member of staff, a new member of staff and a Waking Nights member of staff.

A great achievement for the Home is the Regulation 32 visitor has consistently scored the Home as exceeding the minimum standards on each occasion which is an improvement on last year.

The Home has continued to encourage young people to engage in restorative approaches. The Home has also continued its focus on supporting young people to manage any conflict they may have with each other by using Circle Time, which has been very positive. Staff attended training in restorative approaches circles which has raised their awareness to recognise they cannot predict young people and others thoughts and feelings as each person has a unique perspective on any given situation. The Home have developed a more structured approach to circle time by planning sessions in advance and the number of circle time sessions increased this year (39) in comparison to last year (32).

The Home utilises a Results Based Accountability (RBA) performance management tool which monitors the progress of the service in delivering better outcomes. The team identified the key factors that impact on the service. It selected key indicators and measures its performance against them on a quarterly basis. This process helps to identify areas where improvements are needed and changes are made where necessary. Examples of the quarterly report are included at **Appendix 2**.

MATTERS TO BE MONITORED AND REVIEWED BY THE REGISTERED PERSON

- 1. In respect of each child accommodated in the children's home, compliance with the placing authority's plan for the care of the child (where applicable) and the placement plan.**

Childcare and Placement Plan

The Registered Manager prepares in consultation with the young person's placing authority a placement and action plan, which plan for the care of the young person and sets out the provision of the service to be provided.

When a young person is first admitted there is specific LAC information, which is required including a new delegation of authority form to empower the Home to make more decisions about the day to day activities of young people.

Childcare and Placement Plans

To ensure compliance with the placing authority's plan for the care of the young person and the placement plan, the following are undertaken at the Home;

- Residential Children's Services access to CareFirst, an electronic social care computer system, which holds individual case records
- Data collated centrally in relation to Looked After Children
- Initial Placement Planning Meeting held on or before admission
- Each young person's placement and action plan is held on file at the Home and electronically for monitoring purposes
- We undertake audits of all young people's files on a monthly basis
- Plans are reviewed and monitored during Statutory Reviews by the Independent Reviewing Officer and Monthly Placement Reviews
- Supervision of residential staff to ensure work undertaken with individual young people complies with current childcare plans
- Monthly Regulation 32 Visits are undertaken by a person independent to the Home
- All young people have individual Health books, where all appointments, consultations, health assessments, record of health history, record of medication administered to young people are recorded. The health books are monitored on a monthly basis.

Manager's Analysis

There have been 8 new young people admitted to Crosslands in the reporting period and 4 of these were emergency placements. Out of the 13 young people accommodated 7 were discharged on a planned basis in line with their Childcare Plan. There was one emergency discharge from the Home although a planned move had already been arranged as the young person

had an identified foster placement to move to. The majority of placement referrals came from foster placement breakdowns.

All young people have a Care Plan in place at the point of admission. The Care Plans produced for an emergency admission have to be reviewed and updated by the allocated Social Worker in a planning meeting. The Home ensures that every young person is involved in producing their care and placement plan and agrees with the arrangements set out to meet their needs. All young people admitted to Crosslands will have a new or revised Placement and Action Plan within 72 hours of admission.

Each young person admitted to the Home has a completed Residential Referral form which has the appropriate information recorded as required by the regulations. The referral process is explicit in identifying the needs of the young person and making a decision based on essential information and risk assessments, asked for within the referral form.

The Registered Manager is fully involved in the decision making of young people entering the Home and where applicable an Initial Placement Planning meeting is held before the young person is accommodated. The Home only provides admission to young people whose assessed needs can be met and during this reporting period the Registered Manager declined seven referrals where this could not be achieved.

The Placement and Action Plan continues to be reviewed and further improvements have been made to our reporting, recording and monitoring of identified tasks, using the result based accountability method to enhance the Schedule 6 Monitoring process. The Placement and Action Plan will then be distributed and reviewed in the next meeting to ensure tasks are being completed and areas of non compliance addressed. Positive comments have been provided to us in relation to these placement plans from social workers, education, health and parents.

The staff team have access to Carefirst, the case management system for Children's Services. This ensures that the quality of information required by the admission process is relevant, in date and captures all areas of a young person's life. A copy of the young person's Core Assessment is requested by the keyworker to support the staff to consider the level of need, the family situation and environmental factors. This information is used to consider how those needs may be best met within a residential context.

2. The deposit and issue of money and other valuables handed in for safekeeping

Compliance is monitored through:

- Financial Procedure Rules (1.CM.139)
- The Home has a written procedure (Procedure for Allowance and Safe Keeping of Personal Property) revised April 2013
- Personal Property Book
- Provide lockable cabinets
- Pocket Money Book
- Petty Cash and Clothing/Holiday Imprest Accounts
- Internal Auditor

Manager's Analysis

A detailed inventory of young person's belongings is completed and placed on their file. Young people are no longer required to sign relevant books and paperwork when issued with monies as this practice was not in keeping with family life. The management team routinely audit all records.

No notable patterns or issues have come up in the monitoring of the deposit and issue of money and valuables.

3. Daily Menus

Compliance is monitored through:

- Menu Book – monitored by the Deputy Manager
- Involvement with the LAC Specialist Nurse for advice
- Circle Time Meetings
- Monthly Placement Reviews
- HACCP - Management Safety Officer
- Individual food preferences are recorded on the dislikes/likes sheet of the menu book

Manager's Analysis

The Regulation 32 reports evidenced that young people are asked about their food choices and enjoy the food. The young people are consulted about what food they like and dislike. The young people are encouraged to help staff prepare meals. All the feedback in relation to food was positive. It is the intention that young people when leaving the Home will be able to cook three evening meals and this target will be monitored through their individual placement plans.

The young people and staff eat their lunch and evening meals together at the table which the Home feels is extremely important in the development of social skills and relationships.

We have continued to engage young people in drawing up the Home's menu on a regular basis.

A Hazard Analysis and Critical Control Point (HACCP) Plan has been developed by the Council and is regularly reviewed to identify any new practice and information from the resources at our disposal. The managers are proactive in seeking advice and training from our network of professionals within the service.

All special occasions are celebrated with appropriate food and festivities. The staff team discuss and plan activities with young people with regards cultural evenings, where they cook and sample food from different parts of the world. They also visit local restaurants to encourage positive memories associated with great food. We have set aside time for young people to bake desserts, cakes and biscuits with staff which has been successful. Photographs of activities and cultural evenings are kept and when a young person leaves they are presented with a photo album. These albums have been a great success.

This year Crosslands were awarded The Golden Spoon Award by the Children's Food Trust for their efforts in the 'Lets Get Cooking' programme which is detailed at **Appendix 3**.

4. All accidents and injuries sustained in the home or by children accommodated there

Compliance is monitored through:

- Young Person's Individual Health Record – monitored by the Health Link Worker
- Incident
- Reports
- Accident/Injury Reports
- Supervision systems
- Notification of Significant Events – Regulation 29 Reports
- COSHH
- Monthly Placement Reviews and Statutory Reviews

Manager's Analysis

There has been a significant reduction in accidents and injuries reported and recorded during this period.

After each accident all young people were supported by staff and other professionals to address their immediate physical and emotional needs. Where attendance at Accident and Emergency is required the young people are always accompanied by staff, including overnight stays. Each young person's plans are updated to reflect current concerns and help to reduce their access to further physical and emotional harm. After any accident/injury each young person's risk assessments will be updated to highlight the identified risks with regards to their behaviours on these occasions.

Any incidents that occur outside working hours are managed by the On Call Out of Hours service ensuring young people receive support from the staff team.

The Registered Manager continues to make every effort to ensure the safety of young people when in their communities. Every effort is made to identify the people in the young people's lives, families and friends. The young people are given many opportunities to take part in activities and outings to reduce their exposure to serious at risk behaviour.

5. Any illnesses of children accommodated in the home

Compliance is monitored through:

- Young Person's Individual Health Record monitored by the Health Link Worker on a monthly basis
- Young person registered with GP, Optician and Dentist
- Notification of Significant Events – Regulation 29 Reports
- Advice from Specialist LAC Nurse
- Advice from out of hours health service

Manager's Analysis

Each young people's health is monitored very closely and any signs of illness are responded to and actions taken quickly to identify the causes. The Health Link worker at Crosslands monitors the Young People's Health Records regularly, to ensure prescribed medication have been administered or self administered as instructed by health professionals. All young people are encouraged to attend their health appointments and are mainly accompanied by staff members. During this reporting period 160 (last year 233) health appointments were made and 134 (last year 181) attended. The number of health appointments attended declined due to the fact that 2 of the young people accommodated last year accounted for 33% of the appointments.

There have not been any serious illnesses at Crosslands in this period and the monitoring and reviewing of our procedures continue to be monitored and improved upon where necessary.

6. Complaints in relation to children accommodated in the home and their outcomes

Compliance is monitored through:

- Corporate Complaints Procedure
- Dedicated Complaints Officer
- Complaints Book
- Advocacy Service visit the Home weekly
- CSSIW
- Regulation 32

The Complaints Procedure is available and it is readily available to all young people as it is displayed on notice boards. All complaints are recorded and responded to in a timely manner via the management of the Home.

The young people are encouraged to use the Complaints Book to enable the current service provision to be improved.

On admission all young people are given a copy of the Complaints Procedure and the names of services they can contact if they are unwilling to talk to us about their issues. Young people are also able to raise any complaints with their Social Worker or an Advocate who visits the home on a fortnightly basis.

The Regulation 32 Visitor consults with the young people when they visit the Home to obtain their views about the standard and quality of the care provided to them.

Manager's Analysis

There have been seven complaints made within this period from different young people, 3 of these were in relation to other young people at the home and one was in relation to his mother refusing to speak to him on the phone. One young person complained about loud noises in the night. One young person complained about another of the young people who was accused of stealing her phone although she decided not to report this to the police. One young person complained about another young person calling her names and telling her to kill herself.

All complaints were discussed with the Managers and resolved within the Home using Restorative Approaches.

The Managers and staff seek to find resolutions to the young people's problems by getting them together with other young people and staff that they have the issues with. This does not always take place due to the wishes of the young person and we continue to implement the Restorative Approach, to minimise the need to make complaints. All young people are encouraged to bring issues that they have to the attention of staff and Managers and are supported in finding resolutions to their issues.

The use of Circle Time allows young people to bring up issues before they result in arguments with one another or matters become volatile because they have bottled them up. These sessions also allow staff to discuss general issues around the Home that young people need to be aware of.

One particular Circle Time focused on young people considering each other's needs and what that would look like in the home which gave them the opportunity to share their unique perspective as well as build problem solving skills.

During this period all complaints have been resolved at the informal stage therefore there has been no involvement of the complaints officer.

7. Any allegations or suspicions of abuse in respect of children accommodated in the home and the outcome of any investigation

Compliance is monitored through:

- All Wales Child Protection Procedures 2008
- Completion of Multi Agency Referral Forms
- Central Regulation 29 record file
- Central incident record book
- Complaints book

All allegations of abuse are recorded as incidents or complaints and notified to the CSSIW via Regulation 29 notifications. These records are kept centrally and on the young person's individual file and the outcome are logged on the relevant section of the Regulation 29 reporting form. Any new entry is read and signed by a Manager.

Manager's Analysis

All young people looked after are likely to be vulnerable at some time or other and will require targeted intervention and support to manage their at risk behaviour. The Home has safeguards in place to protect vulnerable young people.

There were seven instances of child protection concerns during the period (50% less than the previous year). Three of these incidents were in relation to one vulnerable person being contacted by someone they did not wish to be contacted by. Two were in relation to another young person who was in the community for several hours. Two were in relation to two separate disclosures by two young people. A summary of these instances is at **Appendix 4**.

Every effort is made by the Registered Manager and the team to provide young people with support by providing secure, stable and caring placements. This is a key factor in reducing their vulnerability and exposure to harm. All young people are provided with mobile phones to enable them to keep in contact with the home whilst in the community. Clear boundaries are also provided to young people to ensure they are aware that in the event of an unauthorised absence from the home staff will come and search for them to ensure their safety and the home is able to evidence this practice as Police involvement in the home has greatly reduced this year to 14 incidents of police involvement in 2015/16 from 25 incidents in 2014/15.

There were no complaints made against staff during the period.

8. Staff recruitment records and conduct of required checks for new workers in the home

Compliance is monitored through:

All new staff members have to provide Schedule 2 information when applying for the post or after appointment and before commencement of work at the Home.

An individual supervision file is kept on each member of staff and includes all the information required by Schedule 2.

Manager's Analysis

One full-time and one Relief Residential Childcare Officer were recruited during this period. One Deputy Manager was recruited during the period. (All registered with the Care Council and DBS certificates were checked and were clear. Three staff members completed the QCF Diploma in childcare. The Registered Manager annually reviews and amends the Registered Manager, Deputy Manager, Senior Residential Childcare Officer, Waking Night and Maintenance Person job descriptions and person specification in consultation with residential staff and the Operational Manager. One Handyman was recruited during the period whose DBS certificate was also checked and clear.

9. Visitors to the home and to children in the home

All visitors to the Home must make themselves known to staff who will establish who they are and the nature of the visit (if it has not been pre-arranged).

Compliance is monitored through:

- All visitors to the Home must come to the front door and be admitted to the building by a staff member
- The door is fobbed for security purposes
- ID is requested from all visitors who are unknown to the staff
- Regular checks of record of visitors to children, visitors book and daily logs for individual young people
- Monthly Placement Reviews

Manager's Analysis

The system continues to work well although the Regulation 32 visitor brought to our attention that some visitors were not signing out of the visitors' book when they left the building. As a result of this all staff have been instructed to check the visitors' book regularly to ensure compliance and there has been an improvement since this issue was raised.

10. Notification of the events listed in schedule 5 (Reg. 29)

Compliance is monitored through:

Regulation 29 notifications are read by the management team. The Home has a single Regulation 29 Notifications file. The Registered and Deputy Manager monitor and identify any patterns of behaviour that may require increased resources.

- Quarterly Regulation 33 report
- Regulation 29 central file
- All staff complete Regulation 29 notifications
- The management team report back to CSSIW any further action taken

Manager's Analysis

In the reporting period there have been fourteen Regulation 29 Notifications, this is 53% less than last year.

These notifications were fairly evenly spread amongst the young people accommodated. There were no Regulation 29 notifications for 5 young people accommodated during the period.

The Home worked closely with each young person to reduce their exposure to various at risk behaviours by the following:

- Restorative practice to repair and restore relationships
- Engagement in planned activities
- Engagement in Local Leisure Centre
- Prescriptive Behaviour Management Plans
- Individual work on self esteem
- Involvement with the police
- Missing person's coordinator
- Building relationships with Family members
- CAMHS
- Independent Visitor
- South Wales Inclusion Service
- Education Psychologists
- Connect Model of Care

The Registered Manager's priority is the safety and well being of the young person involved in the incident as well as providing any extra resources that may be required to reduce further reoccurrences. A monitoring system is in place to ensure that the actions and outcomes of each notified event have been recorded.

11. Any unauthorised absence from the home of a child accommodated there

Compliance is monitored through:

- Monthly Placement reviews

- Regulation 33 Quarterly report
- Individual daily logs
- Registers
- Chronological reports
- Monthly Placement Review reports
- Independent visits from the case accountable Social Worker

Manager's Analysis

There have been 50 unauthorised absences during this period. Three young people accounted for 90% of these absences. These three young people were aged 15 to 16 and two of the three young people had established a lifestyle of staying out late and going missing prior to admission.

One young person regularly absconded with friends to the local community.

One young person had established a social network that placed her at risk of CSE. During her stay the Home managed to remove her from the process by establishing boundaries which focused on keeping her safe and reducing her need to go missing. The home worked closely with her parent, friendship group, and the Street Based Youth Worker teams, Safe As, Youth Mentor and CAMHS.

One young person regularly absconded to their mother's house.

Where required young people are provided with mobile phones to enable the Home to stay in contact with them, however, the young people do not always respond to this measure or answer their phones.

The Registered Manager recognises that young people being absent without authority/missing can have a dramatic and dangerous effect on their lives. The Home works with professionals within a multiagency framework to prevent individual young people from establishing a pattern of unsafe experiences that have a profound impact on their physical and emotional well being. The culture of the Home is to support a young person to establish personal boundaries that keep them safe which is reinforced by showing empathy, understanding, respect and listening to their viewpoint. The Home continues to build a positive working relationship with the local Police Station. The Police Inspector including the Missing Person Liaison Officer and Community Officers have been very supportive; ensuring all absent without authority or missing is addressed with the Police.

12. The use of measures of control, restraint and discipline in respect of children accommodated in the home

Compliance is monitored through:

- Incident Record Book
- Responses written at the end of incident reports and complaints
- PROACT-SCIPr-UK® Individual Behaviour Support Record Book

- Personal Intervention Record Book
- Regular checks of the Incentives and Consequences Book
- Audits by PROACT-SCIPr-UK® Instructors
- Audit reports of PROACT-SCIPr-UK® Instructors
- PROACT-SCIPr-UK® Refresher training twice a year

Manager's Analysis

The use of Restorative Approaches combined with PROACT-SCIPr-UK® as a model of care continues to improve the way we respond to young people's behaviour. Moving away from a dependency of using sanctions to modify young people's behaviour to supporting them to becoming more accountable has been successful. The word 'sanctions' has been removed this year and replaced with 'action'. Any actions that staff want to apply to a young person have to be discussed with the Registered Manager and emphasis is placed on natural consequences.

Incidents

There are 11 categories of incident types that are reported on within the Home. There have been 90 (37% less than the previous year) incidents of various types of at risk behaviour involving twelve young people. Three young people accounted for 60 (67%) of all incidents recorded. The usual types of behaviour mostly displayed were verbal / aggressive behaviour, violent behaviour and assault / injury towards staff. There has been one incident of theft of another young person's personal property. There have been only three young people reported to have been involved in substance misuse which may reflect a recent national report, which shows a continued reduction in drug and alcohol use with some sharp regional variations.

There have been 14 incidents that required a Police response, which is a reduction in the percentage of incidents involving the Police in comparison to last year. This demonstrates that ongoing collaboration with the Police and clear Police involvement procedure for staff does significantly reduce the criminalisation of young people.

There have been twelve assaults on staff by four young people. Five of these incidents were in relation to one young person who had significant emotional needs and required around the clock, one to one supervision.

During this period there have been twenty physical interventions performed using PROACT-SCIPr-UK® prescribed interventions with young people. Nine of the physical interventions were implemented in response to one young person's attempts to assault staff on 6 occasions, another young person twice and another young person once. Six were implemented to stop young people assaulting each other. All of these interventions have been the least restrictive. The young people are encouraged to make comments after any episodes of physical

interventions. This enables the Home to reflect on how they have used the methods and how young people feel about them. Any relevant issues can then be discussed with our trainers of PROACT-SCIPr-UK® in identifying any practice issues or concerns raised by staff or young people.

Plans for Improvement

A qualified PROACT-SCIPr-UK® Instructor audits the use of physical interventions and behaviour management at the Home and reports back to the Manager who implements changes in practice as a result. This information is also used to shape the content of the bi-annual PROACT-SCIPr-UK® Refresher Training that is provided. The instructor meets with staff to discuss incidents which inform the development of very prescriptive behaviour management plans. The plan is to develop a learning environment that supports staff to develop proactive, active and reactive interventions. The staff team are using the time intensity model to increase their awareness of what level of support is required and what stage.

Although the young people struggle with the management of their own behaviour the staff team have become more restorative in their working practices and relationships with young people. The Registered Manager will continue to work closely with the instructor to improve members of staff management of incidents by increasing their knowledge and skill in areas such as warning signs, triggers and the use of I statements and circle time to focus on repairing harm and restoring relationships. Already by staff using I statements as part of their every day communication we are beginning to see results. The Incident Book has been reviewed and revised in consultation with staff to record how they restoratively supported and engaged young people and others when an incident occurs. Also the Home promotes problem solving circles to repair relationships when harm has occurred.

The Home has developed a Connect model of care that combines ELSA-Emotional Literacy Support Assistance training to support young people to recognise, understand and manage their emotions. This is compatible with PROACT-SCIPr-UK® and Restorative approaches. So far the Home has trained more than three quarters of the staff team to be ELSA trained. It is planned that all staff will have completed the training by the end of the year. Staff had the opportunity to attend the Corporate Parenting Panel and present their work concerning direct work with young people which was received well and feedback very positive.

The aim of the Connect model of care;

- Plan and deliver individual support programme
- Ongoing support/supervision from Educational Psychologists
- Assess & measure emotional wellbeing
- Emotional literacy programme
- Develop skills for life
- Educates staff as well as young people
- Secure base model
- Trauma and recovery

13. Risk assessments for health and safety purposes and subsequent action taken

Compliance is monitored through:

- The Manager completes the building risk assessment annually and it is reviewed on a 6 monthly basis
- Action plans are generated by the risk assessment with timescales identified for actions to be taken
- All individual young people's risk assessments are updated monthly or when required and discussed at the MPR
- Team meetings
- Building risk assessments signed and dated by the Registered Manager and the Operational Manager
- Fire Safety Management
- A comprehensive report and action plan are prepared

Manager's Analysis

The Registered Manager regularly questions the content of the risk assessments received prior to the admission of the young person. It is necessary that these assessments are robust, accurate and up to date. The risk assessments on young people are audited monthly and are revised and updated at any time if required. Health and Safety issues are discussed at team meetings as a set agenda item.

The Home has developed a Business Continuity Plan. This plan is to be used to assist in the recovery of the Children's Home a service provided by Children's Services Directorate Cardiff Council, in the event of a major disruption to the service. A major service disruption is defined as a significant incident which threatens personnel, buildings or the operational structure of the service and requires special measures to be taken to restore things back to normal.

The home was recently commended for the Fire Safety Risk Assessment by the Health and Safety Executive for The City of Cardiff Council.

14. Medicines, medical treatment and first aid administered to any child accommodated in the home

Compliance is monitored through:

- The Health Link worker monitors the health record on a regular basis as part of the regular file audits that take place
- Signed and dated file audit sheets on the young person's file
- LAC Specialist Health nurse

Manager's Analysis

The Individual Health Record that is kept for each young person is comprehensive. The record has been reviewed and revised in consultation with staff to ensure that the recording and administration of medication, medical treatment and first aid treatment is conducted to the highest standard. Any issues, or queries, relating to individual young people are discussed with the LAC Health Nurse that frequently attends the Home. The LAC Nurse will provide medical information relating to inoculations and has a specific section within the health books to record information relating to her visit. All members of staff have been trained in first aid so that there will always be at least one person on shift that is qualified to administer first aid. Medicines are stored in a secure facility. The young people cannot access medicines unless it is appropriate for them to self administer.

Plans for improvement

One staff member was C-Card trained and another male member of staff will be trained by the end of the year.

15. In the case of a qualifying school, the standards of educational provision

N/A to Crosslands Children's Home

16. Duty rosters of persons working at the home and the rosters actually worked

Compliance is monitored through:

- The original rota is written in the rota book and a copy is held on the Home's computer shared drive
- Any changes are made in the rota book and this forms the record of rotas actually worked
- Timesheets are checked weekly against the rota
- Copies of rotas available in the Home
- Copies of timesheets are kept at the Home

Manager's Analysis

The current working rota is well established. The implementation of waking night continues to be a great success with minimal disruption to the Home. There has been a noticeable reduction in incidents occurring at night and young people appear to settle well at bedtime. The reduction of sleep-in shifts has increased the availability of staff during the day and evening. The staff team's flexibility of hours worked ensures that we can operate the Home when we experience levels of sickness or annual leave.

17. The home's daily log of events

Compliance is monitored through:

Management ensuring that all sections of the Log has been completed and all tasks are carried out.

Manager's Analysis

The Daily Log is used throughout the shift by staff. The Log Book is monitored and reviewed regularly and is a source of valuable information that can be accessed quickly. The Daily Log informs staff of recent and forthcoming events, the whereabouts of the young people, telephone calls made and received, actions needed and a daily check list of all tasks that need to be undertaken during the shift.

18. Fire Drills and tests of alarms and of fire equipment

Compliance is monitored through:

- This forms part of the building risk assessment process
- It is checked by Regulation 32 visitors
- It is monitored by the nominated person and management of the Home
- Fire Warden Training
- Completed, signed, dated risk assessments
- Regulation 32 reports
- Independent Building Fire Risk assessment

Manager's Analysis

The Home continues to take positive steps to keep young people, staff and visitors safe from risk of fire. All young people on admission to the Home are shown how to evacuate the building safely. The staff team receive annual fire training and one appointed fire warden supports the management team ensuring fire safety compliance. We have systems in place to ensure that the staff team are competent in the evacuation procedure of the Home.

19. Records of appraisals of employees

Compliance is monitored through:

- Digigov (Human Resources database)
- Supervision

Manager's Analysis

All Residential staff have an annual personal performance developmental review which is reviewed at six months. There are Corporate and Service led

objectives which have to be undertaken by all staff as part of the PPDR. In addition a member of staff has their own personal objectives which have been agreed with their Manager. The Operational Manager for the service will sign off the performance review of each member of staff ensuring measurable quality objectives.

20. Minutes of staff meetings

Compliance is monitored through:

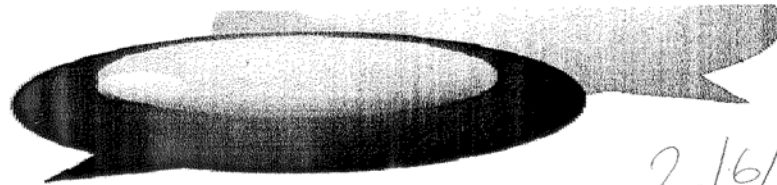
- Managers facilitate the team meeting
- Minutes are read by all staff
- Agenda

Manager's Analysis

Staff meetings have an agenda with regards specific areas of discussion i.e. Health and Safety, Core Brief, Anti-Discrimination Practice, Budgets, Review of the Home's practices, Children's Circle Time and discussion concerning individual young people. There have been ten Team meetings held, with some team meetings being utilised for staff training. The staff team have been receiving regular training on Restorative Approaches which has centred on improving their communication skills when managing conflict behaviour. Each team meeting is conducted in a circle time format which gives the staff team an opportunity to speak.

APPENDIX 1

Examples of questionnaires



2/6/15

O.U.R S.A.Y

What have you liked the most this week?

N/A because I fell out with my roomie

What have you disliked this week?

~~etc~~

How do you like the food? What else would you like to eat?

OK. Takeaway - chinese

What activities did you engage in this week?

Gym - pool

How are the staff helping you?

To get me back in school.

What would you like to be different?

Change my behaviour

What can we do to improve Crosslands?

Spa

Form devised by the young people of Crosslands following consultation.

APPENDIX 2

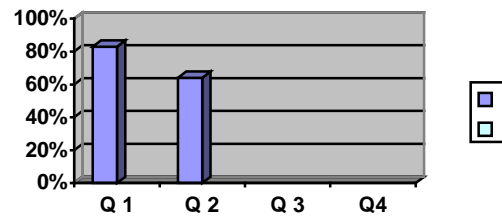
Quarter 2 July – September 2015

Crosslands Review of the Quality of Care Report

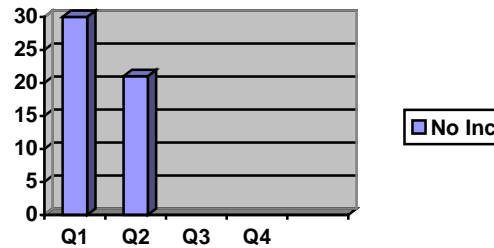
Outcome 1

Young people will have their needs met appropriately and will be secure in their placements

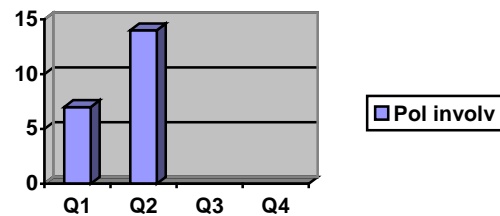
% of young people involved in incidents



No of incidents



% of incidents involving the police



Story behind the baselines

- Young people need to feel safe and secure in their placements which will support them to concentrate on their development and to mature into responsible adults.
- The number of incidents within the Home is an indicator of the security that young people feel while living at the Home.
- Further reduce incidents to prevent placement breakdowns.
- Further reduce the number of incidents where the Police are involved.
- Young people are enabled to express their needs and emotions.

- The implementation of the use of Restorative Approaches will help to reduce incidents.
- Creating an environment where young people are helped to develop their own inner moral compass and they take control of their own behaviour by making positive choices.

Well managed services are essential for ensuring that young people receive the right care at the right time to achieve the best possible outcome for them. This means having a clear strategy and detailed realistic plans for implementing it, and monitoring and reviewing it regularly.

Getting it right for Children in Residential Care (September 2010)

How much did we do?

- 13 Circle Time sessions were held with young people.
- 21 incidents recorded in this quarter which is a 30% reduction in incidents in comparison to quarter 1.
- 3 incidents of Police involvement in comparison to 2 incidents of police involvement in quarter 1.

How well did we do it?

- 3 incidents had Police involvement. Two incidents occurred while the young people were in the community. 1 incident occurred at the home. Each of the 3 incidents involved different young people.
- A 30% increase in circle time sessions in comparison to quarter 1.

What difference did we make

- Young people taking part in Circle Time sessions to resolve and minimise any potential conflict situation.
- Continued involvement of young people in community activities such as gym, drama, free running and swimming although the young people accommodated at the time were very independent and spent a lot of their time socialising with their peers.
- Ongoing collaboration with the Police and clear Police involvement procedure for staff has significantly reduced the criminalisation of young people.
- Preventative plans updated on a regular basis.
- Ongoing support from Behaviour Management Advisor to analyse incidents to help us learn and reduce the behaviours from the young people.
- The staff are doing more activities in the home such as playing board games and cooking and these are not recorded as activities.

Partners who can help us do better

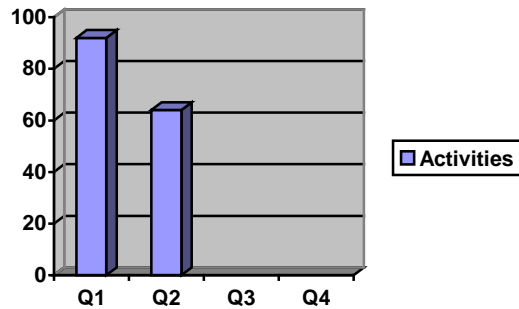
Families, Education Psychologist, LAC Nurses, Youth Mentors, CAMHS, Police and IFST.

What we propose to do to improve performance

- To monitor incidents closely and analyse them to ensure that lessons are learnt and practice is improved.
- To identify individual staff training needs with regard to the management of behaviour.
- To fully implement Restorative Approaches, using Restorative language daily and using methods of communication through Restorative meetings/discussions, Circle Time etc.

Outcome 2

Crosslands Children's Home will help young people to develop into responsible adults.



Story behind the baselines

What are the problems that we are trying to change and or improve upon:

- Having clear and up to date behaviour support plans in place for young people.
- Improve on having a consistent approach to the management of challenging behaviour.
- To ensure that Restorative Approaches are used in conjunction with PROACT-SCIPr-UK®.
- To reduce the amount of incidents in the Home.
- To concentrate on calming techniques, triggers and warning signs.

How much did we do?

- 71 Activities planned and 64 occurred. The majority of young people have taken part in planned activities.

How well did we do it?

- 4 young people left the home during this quarter. One young person returned home which was a positive outcome as it was thought that this young person would never return home. Another young person secured employment before he left to go to independent living. One young person was only resident for a day. Another young person moved onto independent living but was engaging well with the LAC traineeship scheme before they left. Another young person also attended the LAC traineeship scheme.
- One young person regularly assisted his father with selling goods in the market.
- One young person was having increased contact with their mother over this period thereby reducing the number of activities they were able to partake in.
- One young person had increased contact with their family over this period which included overnight stays.
- The young people had a camping holiday.
- An annual activity afternoon was held for all staff and young people and all young people engaged with this.

What difference did we make?

- The above approaches have shown good results although we have a lot more to do in employing these methods and recording information for the appropriate actions to be considered. We have been able to provide staff with the opportunity to analyse incidents in order to improve response and reaction to similar situations if they occur again.
- 2 young people passed their gym induction
- An activities programme is ongoing from Monday to Sunday which is supporting the young people to experience new activities. This is to encourage the young people to engage in group activities and take up new hobbies.

- By staff concentrating on young people's emotional, cognitive, behavioural actions and social development they are able to analyze young people's behaviour to a greater extent and therefore plan appropriately.
- Circle Time sessions were diarised and designated staff assigned to ensure they took place.

Partners who can help us do better

Police, YOS, Social Workers, CAMHS, Educational Psychologists

What we propose to do to improve performance

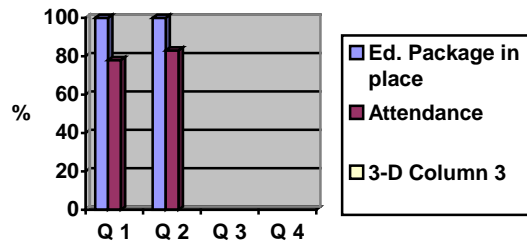
- We will continually improve our data for analysis and actions to be taken with regard this behaviour model. The information is scrutinised and analysed by our Behaviour Management Consultant which allows staff to concentrate on specific behaviours identified and how to manage the situations by using prescribed methods.
- Continue with a programme of staff training in Restorative Approaches and PROACT-SCIPr-UK®
- Compile baseline figures on our performance in using the Behaviour Support Programme.

Crosslands Review of the Quality of Care Report Score Chart

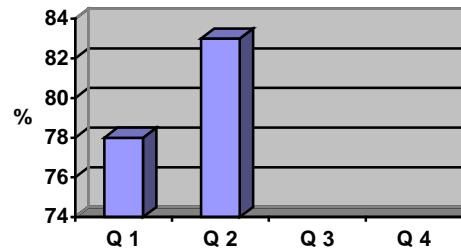
Outcome 3

Educational needs of every young person placed at the Home will be appropriately met by Crosslands Children's Home

Education



Attendance



Story behind the baselines

What are the problems that we are trying to change and or improve upon:

- Young people's access to appropriate education provision.
- Improve young people's attendance levels.
- Young people's academic achievements.
- Young people's attitude towards education.

- Quick response to requests for PEPS.

How much did we do?

- 89% of young people accommodated all had education packages during this quarter.
- 78% of relevant young people attended their educational provision although 1 young person was only resident for 1 day.

How well did we do it?

- 7 young people had education placements
- 3 young people had a special educational statement
- 7 young people attended their education placement during this quarter.
- 2 of the young people accommodated over this period had no identified school when they arrived and educational placements were found for them.
- 3 of the young people achieved 100% attendance over the quarter and 1 young person achieved 97% attendance this quarter.
- 2 young people achieved GCSE's and obtained places in College.
- The Education Link Worker has a good relationship with all schools and attends many meeting to support the young people with their attendance at school and help reduce any behaviour the young people present in the school.
- Staff have the opportunity every month to meet with the Education Psychologists to discuss any concerns regarding the young people at the education placements.
- On admittance of all young people a referral is made to the Youth Mentoring Service for a mentor to support them in there education placements and needs. This has been an invaluable service for the young people.

Is anyone better off?

- 2 Young people's attendance rates for school and alternative education placements continue to be positive.
- Due to her great improvement in ACT one young person attends mainstream education 2 days a week and will be taking GCSE's next year.
- 4 young people attending a special school provision.
- 1 young person in mainstream education.
- 2 young people attended alterative education placements
- 1 young person was over 16 and left school and the other was only accommodated for 1 day as an emergency
- 1 young person attends night school
- 1 young person performed a solo at the end of school year service

Partners who can help us do better

Schools, Colleges, Career Wales, Youth Mentoring Service, Social Workers etc

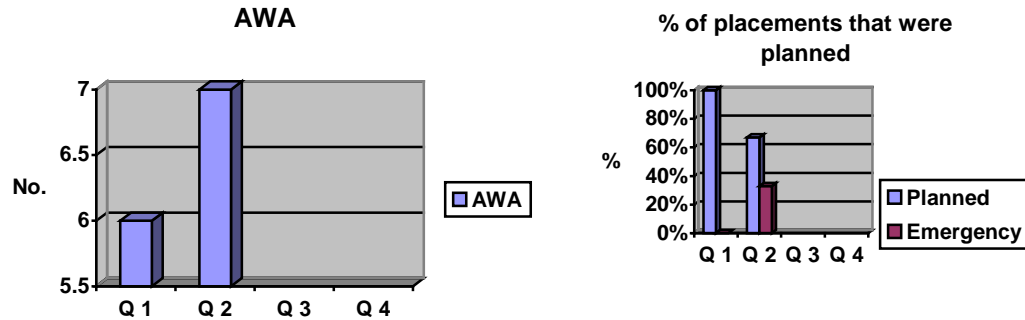
What we propose to do to improve performance

- Continue researching additional educational and training resources that may be available to young people.
- Monitor, communicate problems/trends with partners.
- Continue to develop emotional literacy within the home.

Crosslands Review of the Quality of Care Report Score Chart

Outcome 4 Quarter 3

Every child who needs to be looked after will experience placement stability and security



Story behind the baselines

What are the problems that we are trying to change and or improve upon:

- Young people looked after often experience multiple placement breakdowns.
- There are more unplanned than planned placements.
- Young people are less likely to go missing if they are happy in a stable placement. There is a correlation between length of placement and the number of AWAs. Placements have become shorter this year with all of the young people having been accommodated between 1 to 11 months.

How much did we do?

- 6 referrals and 3 placements were made in this period.
- 7 AWA/Missing reports made in the period.
- 5 of the 9 young people who lived at the Home in this period were resident for longer than 6 months.
- 3 of the young people currently accommodated have been living at the home for more than 3 months.
- Of the 7 AWA reported during this period 1 young person accounted for 86% of AWA's.

How well did we do it?

- Accepted 50% of new placements requests in this quarter.
- 60% of placements are longer than 3 months.
- 6 out of the 7 AWA's (86%) were in relation to 1 young person absconding.
- Only 2 of the 9 young people accommodated over the quarter had periods of AWA.
- 1 young person was brought back from an out of County placement with the hope of reuniting and rehabilitating them back home.
- 1 young person was accepted to the home to avoid an out of area placement

- 1 young person who had previously disengaged with education achieved 100% attendance

What difference did we make?

- 2 planned placements have been provided to meet the need in this quarter.
- There has been an increase of 17% in AWA's from Quarter 1.

Partners who can help us do better

Families, Placements Team, Social Workers, Police

What we propose to do to improve performance

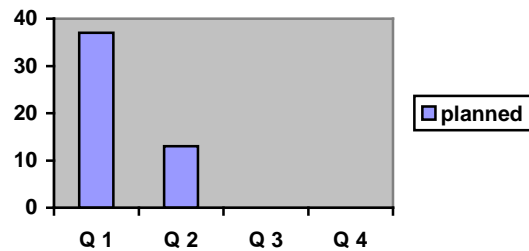
- To continue implementing and developing the Restorative Approaches programme, this will help to reduce the number of incidents and conflict issues.
- To further reduce the incidents of young people going absent from the Home.
- To continue working with the community police liaison officer for the Home.
- Developing further consultation with young people on all aspects of living in the Home, using Circle Time sessions and individual work restoratively.
- To support staff to continue to develop their knowledge and skill in conflict resolution and problem solving techniques
- To further enhance residential referral information required, working closely with social work teams to help improve the content and quality of the referral forms.
- To ensure that the Connect model is undertaken with young people within four weeks of their placement.

Crosslands Review of the Quality of Care Report Score Chart

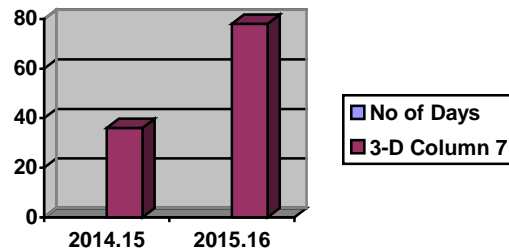
Outcome 5

Young people placed at Crosslands will be looked after by staff who are trained and competent to meet their needs

Supervision sessions



No of Days lost through Sickness



Story behind the baselines

What are the problems that we are trying to change and or improve upon:

- There has been an increase in sickness levels this quarter in comparison to quarter 1

- Personal Performance and Development Review process enables the staff team performance to be managed.
- Young people are looked after by a qualified residential workforce.
- Three new staff members completed the QCF Diploma for Looked After Young People and Children.

How much did we do?

- 69 working days have been lost through staff sickness compared to 44 days in Quarter 1 2014/15. This was mainly due to 2 staff members being on long term sick.
- 13 formal supervision sessions were carried out in this Quarter in addition to day to day supervision.
- There was a reduction in staff training sessions this quarter due to the summer holidays
- All relevant staff have a PPDR in place within specified timescales.

How well did we do it?

- Sickness levels increased by 13% this quarter in comparison to the last quarter.
- Each Reg 32 report conducted throughout this quarter was rated as exceeding expectations
- Considering there have been 2 staff members on long-term sick the home has continued to support the young people effectively and engage the young people in activities
- 2 members of staff left the home during this quarter and these posts remain vacant. Interviews for these posts took place in September and an offer of employment has been made to the full-time post

What difference did we make?

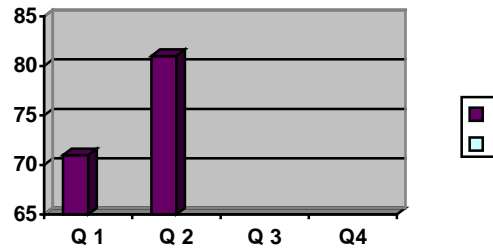
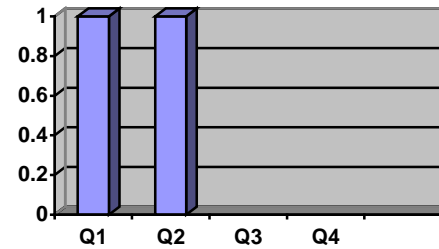
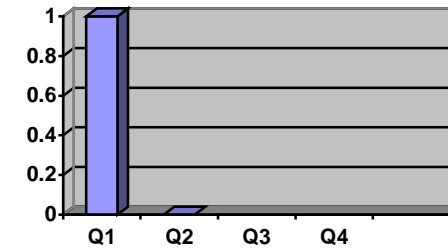
- Sickness absence increased by 9 days compared to Quarter 1.

Partners who can help us do better

HR People Services, Training & Development Department, Care Council for Wales

What we propose to do to improve performance

- Monitor, communicate problems/trends with partners.
- Further implementation of the Restorative Approaches Programme, will help to reduce the number of incidents and conflict issues hence reducing sickness levels.
- Further improvements of the RBA performance management system, monitoring system and recording methods.
- To provide coaching/mentoring and specialist in-house training.
- To be proactive in implementing the new Sickness Policy.

Outcome 6**Good health and well-being of every young person placed at the Home will be appropriately met by Crosslands Children's Home****%of health appointments attended****No of appointments with CAMHS****No of Accidents****Story behind the baselines**

What are the problems that we are trying to change and or improve upon:

- Developing a robust system within the home that identifies the health needs of young people and appropriate action is taken to secure the services needed to meet them.
- To promote the Linkworker for Health role within the team to ensure that staff understand the individual health needs of young people.
- To ensure the staff team are competent and capable of ensuring the timely and effective delivery of health services to young people.
- To deliver comprehensive and factual recordings of young people's health needs.
- Young people who have experienced disruptive childhoods and inconsistent or broken attachments with their parents and families are very likely to have mental health problems, and often struggle to make attachments with carers.
- Young people in residential care, whose primary attachments, whatever their quality, have been disrupted; require care that prioritises reciprocal, affective relationships.
- Encourage a secure base model of care that promotes attachment and resilience; that builds relationships where a young person feels safe, nourished both physically and emotionally, where s/he is comforted when distressed, reassured when frightened.
- Young people (over 10 years old) accounted for almost three quarters (76 per cent) of children in need with a mental health problem.
- One of the Welsh Government 7 core aims is that young people (including those 'looked after') should enjoy the best possible physical and mental, social and emotional health, including freedom from abuse, victimisation and exploitation.
- Young people who are looked after have the same core health needs as other young people, but their backgrounds and experiences are likely to make them particularly vulnerable to poorer health outcomes.
- It is recognised that children in foster care were 7 to 8 times, and in residential care 6 times more likely to be physically or sexually abused.

How much did we do?

- 31 health appointments arranged
- 25 health appointments attended
- 5 health appointments refused
- 1 health appointment cancelled

- 1 CAMHS appointments attended
- 0 accidents occurred

How well did we do it?

- 5 Young people attended all their health appointments
- Regular visit from the LAC Specialist Nurse.
- There was a reduction in accidents this quarter as there were no accidents
- The Linkworker for health role ensures that individual young people's particular health needs are met and that treatment plans are monitored and reviewed regularly.
- 1 young person, in consultation with CAMHS was taken off long-term medication

What difference did we make

- The staff have joined in physical activities with young people at the local leisure centre.
- Developing young people's awareness of the benefits of healthy eating and nutrition.
- The staff team encourage young people to eat a variety of food and local produce.
- 2 staff members attended food awareness training which encourages young people to cook meals.

Partners who can help us do better

Health Professionals, Education Psychologist, LAC Nurses, Sexual Health Outreach Team, CAMHS, Police, Mend, Inroads, GUM Clinic.

What we propose to do to improve performance

- To encourage staff to physically take part in leisure activities such as swimming and gym.
- Staff have attended compulsory First Aid Training.
- We have applied for extra staff to attend C-Card training.

Appendix 3

Children's home scoops Golden Spoon award! >>



Crosslands Children's Home have won a Golden Spoon Award for whipping up some delicious recipes. Residential Childcare Officers, Nigel Locke and Kim Beard (pictured) along with young people from the Home have been busy learning all about cooking and healthy eating.

Hosted by The Children's Food Trust and funded by Iceland Foods Charitable Foundation, the aim of the programme was to learn new skills and try new recipes with the 'Lets Get Cooking' recipe books. The programme encouraged the young people to start cooking and improve their cooking skills as well as teaching them to manage a food budget, portion control and food hygiene.

Kim said "By using the recipe books

and completing the journals, young people learnt about the kitchen, its safety aspects, hygiene, preparation skills, following a recipe and producing a meal. These are valuable skills required for independence. This also gave us the opportunity to use cooking as a fun tool to build relationships with each other and work together as a team with an achievable goal at the end."

The three young people who took part in the programme completed 10 recipes in their journals and were awarded with a £20 gift voucher. Crosslands was given £300 towards cooking equipment, along with a Golden Spoon Award trophy and certificate.

Well done to everyone who took part!

APPENDIX 4

A summary of allegations or suspicions of abuse in respect of children accommodated in the home and the outcome of any investigation

YP	Date of Incident	Details of Incident	Outcome
x	05/06/2015	Young person in contact with inappropriate adult male over Facebook	Copy of Facebook messages forwarded to SW
x	08/07/2015	X came to a member to the Crosslands staff team, concerned that she had received 4 text messages from 'someone she didn't want to have contact with'.	x handed in her phone
x	05/12/2015	Contact with objectionable person on Facebook	x sent copies of e-mails and YP spoken to
x	08/12/2015	YP making threats to their mother and alleging that their sister was unsafe with their mother as she would beat her as she did the YP	Multi Agency referral completed no further action.
x	10.02.16	When staff went to pick x up from his mother's house, x was waiting outside the house with his two brothers who stated that they had not eaten any food for several hours/	Social worker informed
x	14/02/2016	x come into the unit saying her boyfriend punched her in the face and keeps hitting her but that he is only playing, but he does this all the time. x had a saw right cheek (although on checking staff could see no mark or visual injury) also bruising to her arms and a cut on her knee.	The police were informed as part of process and came to the home to visit x to enquire if she wanted to press charges. x is still in the process of thinking about this and will make a decision by the weekend
x	24.02.16	Phone call from youth club x attends, x and his brothers have been walking around the youth club area for about four and a half hours	Social worker informed