



**Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru**  
**Care and Social Services Inspectorate Wales**

## **Inspection Report on**

**Crosslands Children`s Home**

**Cardiff**

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## **Description of the service**

Crosslands is registered with the Care and Social Services Inspectorate Wales (CSSIW) to accommodate up to 6 young people aged 11 to 17 years. The registered manager is Siobhan Teague; a responsible individual has been nominated and the registered provider is the City of Cardiff Council.

## **Summary of our findings**

### **1. Overall assessment**

Overall, we found that the young people are safe, confident and engaged in constructive lifestyles and activities. They are encouraged to express themselves and to develop self responsibility and the three young people we spoke with, said they like the staff and feel assured by the support they provide them. They enjoy placement stability; staff continuity and consistency and are encouraged to develop relationships and attachments with their carers. 'Normalisation' is promoted along with the rights of young people to thrive and to feel valued.

The premises provide well for their purpose; there a sufficient number of skilled and experienced staff and the arrangements for the management and leadership of the home are robust.

### **2. Improvements**

Consultation with staff and managers indicate that improvements have been made in relation to key working practices and the general empowerment of young people to self reflect and develop self responsibility

### **3. Requirements and recommendations**

No areas of non compliance were identified and no recommendations are made for improvement.

## **1. Well-being**

### **Summary**

Young people feel safe; respected, positively motivated and confident. They are encouraged to voice their wishes, feelings and opinions; to believe in themselves and to have fun.

### **Our findings**

We visited the home during an afternoon and early evening and three of the four young people that were present were happy to talk with us about their experience of living at the home. They had quite diverse backgrounds and support needs.

Young people are suitably placed. Staff members told us that each of the young people are unique but they get on well together. Young people told us that they live together and get on ok but they live their lives as individuals. The manager said that processes for referral and matching are well developed to ensure young people's needs can be met and that existing young people are not unduly affected when new young people come to live at the home. 13 young people have lived at the home since the last inspection.

Young people are encouraged to develop relationships and attachments. We observed interactions between young people and between young people and staff and saw their relationships to be friendly and informal. We saw the routine exchange of emotional warmth and we saw staff giving young people positive reinforcement and affection. The young people told us that they receive good support to maintain relationships with family members and friends and some maintained contact with ex foster carers. The manager told us about the home's role in safeguarding young people when making new friends and in particular; when contacting people via social media. They told us about visiting the family of a young person; as their parents might; and about assessing any identified risks.

Young people have a sense of belonging. It was clear that effort was made to minimise 'institutionalisation' and staff were seen to co exist with the young people and not to be 'supervising' them. We observed that the young people seemed confident; in themselves, in talking with us and confident in the support and encouragement they receive from their carers. They told us they have opportunities to cook their own meals and that they enjoy various social and leisure activities; eating out and celebrating special occasions at the home. Young people told us they would be confident approaching staff about anything that troubled them and that they would listen and take the issues they raised seriously. They also said they were confident that the manager would address any issues they raised about the staff or the running of the home.

Young people are supported to attend school. One of the young people was currently sitting GCSE examinations and said they were looking forward to their school 'prom'. They said they had missed some education but they had received good support at the home to revise and to prepare for their 'exams'. They told us they were not sure if the home would pay for a prom dress but one of the managers said they had actually already been to try dresses on and that the home would of course ensure they looked special for this occasion. One young person was being transported to attend a school in a nearby local authority, in response to

their particular circumstances. Overall, evidence indicated that young people are valued; treated with respect and are self assured and content at the home.

## **2. Care and Support**

### **Summary**

Young people receive individually targeted care and support from staff that understand their needs.

### **Our findings**

Young people are safeguarded from avoidable risks. When we asked staff what their priorities were with the young people; they all said their priority was to keep them safe. Managers and staff demonstrated a clear and detailed understanding of their individual needs and of the risks that can affect their welfare and development. We saw that risk assessments were in place to assess and manage any known risks and the managers said they have good access to well established multi agency support networks. Feedback from young people and staff indicated that the most effective means of influencing the behaviour, attitudes, confidence and motivation of the young people, was the quality of their relationships. The three young people provided extremely positive feedback about their relationships with their carers. One of them told us about the very positive way that a particular staff member approached things and that they admired this about them. It was evident that they had been influenced by the role modelling behaviour of a staff member and that this would influence their own development.

Young people receive support from staff that are committed to them and understand their needs. When we asked the young people what is best about the home; they told us that the best thing about the home is the support they receive from staff. When asked what they meant by that; they told us that staff always find time to be with them; to listen to them and generally; 'to be there for them'. We saw that children's placement plans reflected their particular needs and developmental goals and we saw monthly reports of their progress that had been compiled by their key workers. Staff and managers told us that each of the young people are making good progress. They told us that the role of key working is being developed further to provide 'wrap around' support for young people and a newer staff member told us that this was providing them the opportunity to 'key work' alongside more experienced staff. One young person told us that as well as the individual support they get from their key worker, they also went out to eat with them and that they had a trip planned to visit London together.

Young people and staff 'co exist' comfortably. We saw staff showing empathy with the young people and we saw staff and young people having fun. 'Friendly banter' appears well developed. Not one of the young people made reference to inconsistency between staff and this suggests they have been consistent in their approach with them; notwithstanding the diverse nature of their needs.

Two young people told us about their experience of living at foster placements and said they prefer living at this home. They acknowledged the challenges of seeing young people being admitted and then leaving but said they were used to this and that they just got on with their own lives. They told us they still enjoy seeing their ex foster carers and that staff actively support them in doing this.

There were 27 staff members employed to work at the home and 25; (92.5%) held relevant qualifications. Two newer staff members were undertaking the necessary training. Staff said that team meetings take place regularly to enable effective communication about the needs and progress of young people and that managers provide regular staff support and supervision.

Overall, evidence indicates that young people receive targeted and individualised care and support to encourage and motivate them to be safe and happy as they prepare for adulthood. The qualifications and experience of staff reflects good practice as does the feedback about them from young people.

### **3. Environment**

#### **Summary**

The premises provide spacious and homely accommodation that positively supports the well being of young people.

#### **Our findings**

The ground floor has two main living rooms which were seen to be comfortable and to have good quality carpets, curtains, settees and televisions etc. These rooms provide space for young people to spend time together or to be separate. A young person told us that they had settled well since coming to the home but they also enjoyed spending time alone in their room. They said their room was comfortable; that they had everything they needed and that the staff respected their wish to have time alone in their room on occasions. The staff and managers' offices are also on the ground floor.

The dining room and adjoining kitchen were seen to be well equipped and maintained. Staff told us that mealtimes are a focal point for young people and staff to come together and we were invited to join them for the evening meal. We saw young people being 'drawn' to the dining room as they returned from school and we saw them chatting happily with staff as they prepared food. Feedback from young people about the quality of their meals was good and we were informed that the 'chicken pie' one of the staff members had just cooked was 'legendary'. One young person told us they have particular dietary preferences and that they sometimes cook their own meals. We ate with the young people and staff and observed very comfortable relationships between them as they chatted and made plans for the evening. The chicken pie was very good; the atmosphere was very pleasant and the young people made us welcome.

There are three bathrooms plus additional toilets and these appeared to be clean and in good order. The most recently 'updated' bathroom looked stylish and modern and the young people liked that and said that the bathrooms are always clean and tidy. We did not view young people's bedrooms but the three young people we spoke with said their rooms are comfortable and that they have everything they need. One young person told us 'the staff make sure we get anything we need'. There are many pictures on walls to reflect a homely environment and the gardens were seen to be well maintained and well presented.

Young people have access to computers in one of the living rooms but said they said they feel aggrieved that they do not have WIFI. The manager said that the young people's computers are linked to the network provided by the local authority and that they can access the internet but 'parental' safeguards are in place. They said they provide financial support for the young people's mobile phones but there are restrictions in place in line with the home's internet safety and recently revised safeguarding policies. They indicated that they are not 'risk averse' and that any restrictions imposed on the use of electronic devices are for specific individual reasons and subject to individual risk assessment.

Overall, the home provides comfortable; homely accommodation for young people to have fun and to relax and feel valued. The standard of accommodation reflects good practice and we saw no signs of damage or disrepair.



## **4. Leadership and Management**

### **Summary**

The day to day management of the home is good.

### **Our findings**

The registered manager is very experienced; has been at the home for many years and is supported by two assistant managers. Evidence indicates that they are committed to the young people; the staff and the continuing improvement of the home.

We met with the registered manager and one of the assistant managers and they told us that they receive good support from the local authority to provide the service. They confirmed they are able to make decisions about the suitability and compatibility of young people who live at the home and that some young people have been discharged if considered to be having an adverse affect on the progress or well being of others.

The 2017 statement of purpose has recently been updated and provides comprehensive information about the operation and resourcing of the home.

We saw that the reports of visits undertaken on behalf of the registered provider to monitor the standard of care provided at the home included evidence of consultation with young people and staff as required and reflected their views. These visits are made by a number of 'operational managers' employed by the authority who also undertake quality assurance checks that are 'additional' to those specified by regulations.

A comprehensive system has been established to monitor, review and improve the quality of care provided at the home. A report of the review dated 1 April 2016 to 31 March 2017 has recently been completed and is available, where appropriate; upon request from the home. This review process has been subject to ongoing development and the manager said that it provides a voice for young people and stakeholders and assists them in evaluating the performance of the home in meeting the needs of the young people; the objectives of the statement of purpose and to plan for its ongoing development.

Feedback from young people and staff indicate that they receive good support from the home's managers and staff told us that the authority is committed to their training and development; the maintenance of the accommodation and most of all; to ensuring that young people receive any support they need to thrive.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

No areas of non compliance were identified.

### **5.2 Areas of non compliance identified at this inspection**

No areas of non compliance were identified.

### **5.3 Recommendations for improvement**

No recommendations are made for improvement.

## **6. How we undertook this inspection**

This unannounced inspection took place on 8/06/2017 between 2.30m and 7.00pm and employed the following methodology;

- Viewing the premises and gardens and selected records and documentation
- Consultation with young people, residential support staff and managers
- Observation of the engagement between young people and staff

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

## About the service

<b>Type of care provided</b>	<b>Childrens Home</b>
<b>Registered Person</b>	<b>The County Council of the City and County of Cardiff</b>
<b>Registered Manager(s)</b>	<b>Siobhan Teague</b>
<b>Registered maximum number of places</b>	<b>6</b>
<b>Date of previous CSSIW inspection</b>	<b>29 March 2016</b>
<b>Dates of this Inspection visits</b>	<b>08/06/2017</b>
<b>Operating Language of the service</b>	<b>English</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>No</b>
<b>Additional Information:</b>	