

Action for Children CSSIW Improvement Plan 22.06.17 – updated 17.08.17

Dates of CSSIW Inspection visit(s) 15/03/2017-17/03/2017– 21/03/2017 and 30/03/2017

Date of publication: **Tuesday, 27 June 2017**

1. Wellbeing: <i>The welfare and well being of children is not consistently promoted and evidence of how they benefit from staying at the home is limited.</i>			
Action	How will we know it is done	Deadline	Who is responsible
<p>Link workers have been involved in planning the allocations of overnight sessions to promote compatibility of children and young people for July, August and September this has been balanced with parent's requests for specific dates that meet their needs.</p> <p>Allocation recordings evidence which CYP are not compatible</p>	<p>Compatibility of children</p> <p>Reduction in incidents between children</p> <p>Written compatibility and risk assessments are implemented to improve 'matching' and reduce any potential risks between children.</p> <p>Children are at all times safeguarded from avoidable risks in their environment.</p>	<p>Completed for July, Aug, Sept stays</p> <p>Completed</p>	<p>RM</p>
<p>New staff cover a minimum of 3 shadow shifts with experienced staff covering:</p> <ul style="list-style-type: none"> • 7-10am • 2pm – 10pm • Waking night 	<p>CYP feel confident and relaxed during their stay at Ty Storrie</p>	<p>Completed</p>	<p>RM</p>
<p>Updated Risk Assessments and Behaviour Management Plans for all CYP</p>	<p>File check/audit</p>	<p>Completed</p>	<p>RM</p>
<p>To evidence the purpose of children staying at the home and how they benefit from doing so</p> <p>Placement Plans in place that include the specific objectives for CYP staying at Ty Storrie</p>	<p>Evidence in working files that outcomes are being measured and reviewed - File check/audit</p> <p>Placement planning and reviewing processes provide clarity about the purpose of children's placements and evidence of how they benefit from attending short breaks at the home.</p>	<p>Completed</p> <p>Completed</p>	<p>RM</p> <p>RM</p>
<p>Service Reviews up to date and signed by participants in the review</p>	<p>All link workers are undertaking case reviews to update information.</p>	<p>Ongoing</p>	<p>Link Workers</p>

	Case records are maintained on behalf of children's placing authorities that include all information and records specified in Schedule 3	Completed	RM
<i>Parents/carers are made aware of the activities CYP have been involved in; whether they are happy and content or distressed or unsettled.</i>	As a result of parent's feedback we have developed and started to use a What I did at Ty Storrie form which is completed following CYP's stays this has improved our communication with parents/carers and informs them of: <ul style="list-style-type: none"> • Activities I took part in: • What I had to eat.....and any new foods I tasted: • How I slept • How I behaved • What I liked • Anything I didn't like 	Completed	RM Shift leaders

Further evidence:

02.05.17 CCC Improvement Meeting - *The inspector had noted to Cardiff County Council Manager that staff had raised concerns about the matching of children but Staff Member A (Child Health & Disability Team Manager) confirmed that this has not been an issue.*

Evidence of how the welfare and wellbeing of children is consistently promoted at Ty Storrie: Following a multi-agency meeting for Child1 the Registered Manager updated his plan to reflect the need for a healthy eating programme. Staff and the young person have reacted positively to this, we have used 'certificates' as positive reinforcement.

Feedback available from parent and social worker evidences:

- *A clear and appropriate plan for Child 1, this is clearly written up and is being used by all staff.*
- *The 'very significant and positive changes made'. This is so significant as this support is vital for him to remain at home.*

2. Care and Support: The care and support of children is compromised by the absence of permanent staff; low staff morale and the employment of some inexperienced and unqualified staff.

Action	How will we know it is done	Deadline	Who is responsible
Employment of suitably qualified and experienced staff	<p>Recruitment procedures followed and robust induction of new staff</p> <p>Reduction in the use of Agency staff</p> <p>No cancellations of CYP's stays The only cancellations have been due to</p> <ol style="list-style-type: none"> 1) emergency repair work being carried out 2) 30.07.17 cancelled due to the shift leader having a family emergency <p>All stays replaced with new dates</p>	<p>01.08.17</p> <p>Reduction noted</p>	<p>RM CSM</p>
<i>Staff able to consistently focus on caring for children when inducting and supporting new staff</i>	Children's Services Practitioners will continue to line manage and undertake induction and line management of new staff, however to prevent this impacting on their ability to care for CYP this will be undertaken in a planned manner with time allowed outside of direct service delivery or that does not impact on direct service delivery e.g. through mentoring/buddying/planning shadow shifts with experienced/skilled staff	Process in place, this will be greatly supplemented with the Team leader post taking on a supervisory role for staff (22.08.17)	RM
<i>Records for the employment of agency staff will include all of the information necessary to comply with regulations e.g. details of their previous experience and Care Council for Wales</i>	This information will now be requested for every agency member of staff who is used for cover at Ty Storrie and kept in the Agency Staff file.	Immediately	RM

(Social care Wales) Registration			
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3. Environment			
Action	How will we know it is done	Deadline	Who is responsible
Garden – area improved with new equipment and planter beds	Observation	Completed	CSM RM
New downstairs shower room installed	Observation	Completed	CCC
Fundraising - Dining room decorated to reflect our Healthy eating Programme for CYP	Observation	October 2017	RM

4. Leadership and Management: <i>The leadership and management of the home has not consistently ensured that it has made proper provision for the welfare and supervision of children and that sufficient qualified and experienced staff have been employed to meet their needs.</i>			
Action	How will we know it is done	Deadline	Who is responsible
An experienced and qualified Registered Manager in place	Application and successful registration	Underway	RI CSM
Staff supported to feel confident about the management and leadership of the home.	Evidence of regular supervision Evidence of annual appraisals Extracts from staff supervision: <ul style="list-style-type: none"> • <i>Feeling positive and looking forward to work again</i> • <i>Feel confident and feel supported</i> • <i>.... happy with how the changes are being managed</i> 	Completed	RM

	<ul style="list-style-type: none"> • <i>Feels supported and feels she could approach the RM with any concerns</i> •<i>feels positive</i> • <i>No concerns re secondment of RM</i> <p>Minutes of team meetings</p> <p>Feedback from all staff that indicates that they felt motivated and secure</p>		
Review and confirm training certificates	Audit of training files	Completed	CSM
<p><i>Copies of:</i></p> <p><i>the Children's Homes Regulations</i></p> <p><i>National Minimum Standards available and accessible</i></p> <p><i>Statement of Purpose - Review of Statement of Purpose that clarifies</i></p> <ul style="list-style-type: none"> • the home's arrangements for dealing with the review of children's placement plans. • a review of the experience of children using the service • the degree to which individually agreed placement objectives are fulfilled. • how to make a complaint <p><i>Children's Guide</i></p> <p><i>Quality of Care Review</i></p>	<p>Observation that these are All available and accessible to staff.</p> <p>What I thought of my stay at Ty Storrie captures CYP's views of their stay.</p> <p>Monthly Reg 32 visits evidence positive feedback from staff about management changes</p> <p>Updated quality of care review report covering April 2016 to March 2017 which includes an improvement plan for areas of improvement.</p>	Completed	<p>RM</p> <p>CSM</p> <p>RI</p>

Quality of leadership and management

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

Description of Non Compliance	Action	Timescale for completion	Regulation number
<p>The registered person must ensure:</p> <p>that the service is at all times compliant with regulations;</p> <p>that the care and support needs of children are consistently provided for and that there is better evidence of their experience of staying at the home.</p>	<p>Supervision records evidence 100% supervision and positive feedback from staff</p> <p>Team meeting minutes</p> <p>Number of cancelled stays (cancelled stays due to emergency electricity maintenance – all stays replaced with new dates)</p> <p>Allocations and mix of CYP – link workers actively and meaningfully involved in matching CYP for allocations of stays July, Aug, Sept.</p> <p>Risk Assessments updated to reflect this.</p>	01.08.2017	11 (1) (a)
<p>The registered person must ensure that no less than 80% of staff hold relevant qualifications.</p>	<p>See below</p> <p>60% of staff are qualified – however the remaining 40% are within timescales for completion of appropriate qualification.</p>	01-Aug-2017	25 (1A)
<p>The registered person must ensure that no less than 90% of the home's staff are permanent employees.</p>	<p>20 of 20 staff are permanent, however including on average 3 regular Agency staff this percentage is 86%</p>	01-Aug-2017	25(2A)
<p>SOP to be updated</p>	<p>Statement of Purpose</p>	01.08.17	RM RI

	Staff	Qualification	Deadline
1	Staff Member B – Registered Manager	Dip SW PGCSSM	N/A
2	Staff Member C– Team Leader	QCF Level 3 QCF Level 5	N/A
3	Staff Member D – Link Worker	QCF Level 3	N/A
4	Staff Member E – Link worker	QCF Level 3	N/A
5	Staff Member F – Link worker	QCF Level 3	N/A
6	Staff Member G – Link Worker	QCF Level 3	N/A
7	Staff Member H – Support Worker	QCF Level 3	N/A
8	Staff Member I – Support worker	QCF Level 3	N/A
9	Staff Member J– Support worker	QCF Level 3	N/A
10	Staff Member K– Support Worker	QCF Level 3	N/A
11	Staff Member L – Support Worker	QCF Level 3 - commenced	06.03.2019
12	Staff Member M – Support Worker	SCIF – Induction QCF Level 3 - TBC	01.12.17 01.06.19
13	Staff Member N – Support Worker	S/NVQ Level 3	N/A
14	Staff Member O – 11.09.17 - Support Worker	CSIF - Induction QCF Level 3 - TBC	01.11.17 01.05.19
15	Staff Member P– Casual 22.04.16	SCIF – completed BN (Hons)Nursing Learning Disabilities	N/A
16	Staff Member Q – Casual 01.05.17	SCIF – Induction QCF Level 3 - TBC	01.11.17 01.05.19
17	Staff Member R – Casual 01.05.17	SCIF – Induction QCF Level 3	Long-term sick
18	Staff Member S – Casual 01.05.17	SCIF – Induction Currently undertaking QCF Level 5	01.11.17 01.05.19
19	Staff Member T – Casual 01.07.17	SCIF – Induction QCF Level 3 Currently undertaking MA in Social Work	01.01.18 01.07.19
20	Staff Member U – Casual 01.08.17	Currently undertaking QCF Level 3	01.08.19
<p>20 staff /12 qualified = 60% qualified</p> <p>20 permanent staff</p> <p>20 permanent staff plus 3 Agency staff on average = 20/23 = 86%</p>			