



Annual Quality Assurance Report for Children's Homes



Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together



Context

- Presentation covers Crosslands and Ty Storrie reports
- Both annual reviews were undertaken within the Care Standards Act 2000 and it's associated regulations as neither of the establishments were registered under the Regulation and Inspection of Social care (Wales) Act 2016 (RISCA) when the reviews were carried out.
- Future reports will follow the RISCA Guidance on completing the quality of care review in order to satisfy Regulation 80 so will be in a consistent format.
- Under Regulation 80 it is the responsibility of the Responsible Individual (RI) to ensure suitable arrangements are in place to assess, monitor and improve the quality and safety of the service.
- Under Regulations 73 & 74 the RI must undertake 3 monthly visits and produce a report on the adequacy of resources available to provide the service in accordance with the requirements of service providers set out in Parts 3 to 15 of the Regulations.



Ty Storrie Report

- The home transferred into Cardiff Council on 1 June 2019.
- The report covers April 2018-April 2019 and is an Action for Children Report that was completed by their RI.



Ty Storrie Report

- The report highlights significant staffing challenges during the period with two changes of interim managers.
- 6 new children were offered overnight respite during the period and 2 children received tea visits prior to overnight stays being introduced.
- Contracted to deliver 863 bed spaces per year and 881 nights were delivered and 22 tea visits.
- Reference to a positive inspection report which was received in March 2019.
- The report stated that children were looked after by a committed and caring staff team, individual needs were understood and good relationships exist with parents and partner agencies. Overall it determined that children received a good standard of care and support during their stays with evidence of positive outcomes being achieved.



Ty Storrie Report

Things that have gone well:

- Adapting to meet individual needs
- Development of meaningful & realistic outcomes
- Reduction in number of cancelled stays
- Positive inspection report
- Christmas Party

Things that they were still working on:

- Integration with Health
- Strengthening the involvement of children and young people in service delivery
- Response to maintenance requests (improving)



Ty Storrie Report

Complaints & Allegations

- No complaints were received during the period
- A child Protection matter was investigated in August 2018 and a Police investigation in respect of a staff member was undertaken.
- This was the subject of the one formal notification (of a significant event) that was notified to CIW during the period.

Staffing

- 5 new staff members were recruited during the year
- Training was delivered in relation to Team TEACH, Safeguarding, Medication Administration, Manual Handling, Epilepsy Awareness and Food Hygiene.
- High levels of sickness was noted and over-reliance on agency staff to provide cover.



Ty Storrie Report

Feedback from parents

- *It 100% benefits us as a family*
- *I am very happy with the serviced and trust staff*
- *It allows me time with my daughter. I am really pleased with “A” starting to integrate and interact with others.*
- *It allows us to catch up on sleep and spend time together.*



Ty Storrie Report

Areas of Development

- Integration with Health
- Development of clear systems for monitoring outcomes
- Proactively develop processes for gathering children and young people's views
- Gathering objective feedback from stakeholders
- Strengthening feedback to parents ("What I did at Ty Storrie").



Ty Storrie Report

Conclusion

- Focus on ensuring a more consistent and settled period for staff team – with positive impact on the quality of care.
- Families have rebuilt their trust in the service (following a negative CIW report the previous year).
- Staff reported that they feel supported.



Crosslands Report

Overview

- 15 young people in placement during period
- 2 emergency admissions
- 9 discharged on a planned basis
- 1 returned after 7 months following 2 foster care breakdowns
- A planned managed move was arranged for 2 young people.
- Close working relationships with 14+ team
- Examples of how Signs of Safety have become embedded in practice alongside use of Restorative Approaches.



Crosslands Report

Feedback from young people

- Young people want to maintain and improve relationships with their family
- *Staff do their best to make sure I'm happy*
- *Showing me what's right and wrong*
- *Making sure I wash and go to school*

Feedback from Parents

- *Staff are always very helpful and always on the ball.*
- *X has been cared for really well – we are all like one big family*
- *More than happy with the right level of support can right boundaries*



Crosslands Report

- **Feedback from Regulation 32 Visits undertaken by OM** - Consistently scored as exceeding minimum standards
- **Accidents & Injuries** -6 during period. These numbers are low indicating safe practice and robust risk assessments.
- Good examples of staff working in partnership with family members and health professionals to keep young people safe and to support young people who have required medical interventions.
- **Complaints** – 11 made during period – 9 by one young person –all considered within each child’s context / experiences.



Crosslands Report

- **Safeguarding Referrals** -7 referrals regarding 5 young people | historical abuse disclose, concerns re CSE
- **Allegations against staff members** – 2 in the period both withdrawn with no further action.
- **Unauthorised Absences** – 33 reports involving 4 young people and 15 attributed to one young person. Positive relationships are in place with Missing Person Liaison Team, Think Safe Team and Safeguarding to appropriately manage this.
- **Use of measures of control** – number of incidents are reducing year on year – RA, SoS and SCIP used to provide positive behaviour support – regular audits undertaken by SCIP instructor.
- **Staffing** – All registered with Social Care Wales or working towards registration. The staff group are experienced and stable with only one resignation in the period.



Crosslands Report

Summary

- An inspection took place in October 2018 – which found that young people were well cared for by consistent staff and management team. Staff were well trained using SoS as the underpinning model alongside RA, individual plans and risk assessments.
- Care is taken to involve young people in education, health social and leisure activities and to maintain positive family links in line with individual care plans. Young people were making progress.
- There were no areas of non-compliance.

