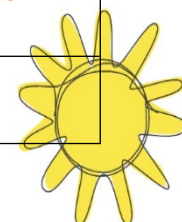


Ty Storrie (Cardiff Short Breaks)

Vincent Road, Ely, Cardiff
CF5 5AQ
Annual Review of Quality of Care

(Regulation 33)

Registered Manager	Jan Pardoe/Laura Mason
Registered Provider	Action for Children
Report Written by	Jane Weeks
Role of Person writing report	Responsible Individual
Date Written	May 2019
Period Covered	April 2018 – April 2019
Review Date	



Foreword

The Care Standards Act 2000 and its associated regulations require that any organisation which runs Children's Homes or other Registered Services should nominate a Senior Manager to act as the Responsible Individual.

One of the responsibilities of that Individual is to report to the National Assembly in respect of each Children's Home; and to make that Report available to children, their parents and placing Authorities. This Report is prepared annually.

The contents of this Report are identified in the Regulations and must include:

- A review of the monitoring of matters set out in Schedule 6 (these relate to all aspects of running the home and caring for children).
- A review of the quality of care provided and improvements made.

These reviews should take account of consultations with children, their parents and placing Authorities.

This report covers the year 2018 - 2019

Brief description of home and purpose

Ty Storrie is based at Vincent Road in Ely, Cardiff. The Project is a purpose built two storey home situated on a learning campus set in a residential area. Ty Storrie provides planned short overnight stays for children and young people with a learning/physical disability. Children and young people are accommodated in age and need related groups. However, for children and young people that may not fit into their chronological age groupings, consideration will be given that reflect the child's needs as identified in the care plan, as well as the staff team's needs to ensure safe care.

Ty Storrie is open for up to 50 weeks per year. The project and staff provide a suitable and safe environment for children and young people, whilst supporting them to participate in stimulating activities both within the home and local community. Activities are planned as appropriate to the individual needs of the children and young people.

All of the children and young people who stay at Ty Storrie are known to the Local Authority's Child Health and Disability Team and a number of children and young people have a named Social Worker from within this team. In Ty Storrie, they have an identified Link Worker to co-ordinate and plan their individual stays, in consultation with the parents and the child if appropriate.

Ty Storrie provides children and young people with new experiences and an opportunity to learn new skills during their stays. There is a commitment to providing a high quality service and to ensure that this happens, Action for Children is committed to:

- staff development and training;
- supervision and support;
- the involvement of children/young people and families in the provision and evaluation of care;
- providing services which are sensitive to ethnicity and culture; and
- promoting advocacy for, and on behalf of children and young people.

Ty Storrie is purpose built and offers a safe, secure and supportive place to stay.

The physical environment reflects the fact that it is a children's home while allowing children and young people to make their own mark on the environment by displaying posters, images, toys etc. of their choice. Visual communication aids are prominently displayed around the project and when needed to support the communication needs of children and young people staying at Ty Storrie staff use timelines and PECS.

Ty Storrie looks after children and young people with very diverse needs. These range from children and young people with complex health and physical needs, challenging behaviour, communication and sensory processing needs. In addition to this there is a wide range of cultural needs that are met within Ty Storrie.

The home will accommodate no more than 8 children and young people at any one time for a residential service. The age range of the children and young people staying is 6 – 17 yrs.

Parent's Comment

The service benefits us immensely - it makes such a huge difference

Summary of the service over the 13 months

This year has had some challenges but staff have worked well together as a team and continued to provide a high quality service for the children.

Jan Pardoe moved on from the service in May 2019; and Laura Mason was appointed Acting Manager and new staff were recruited to replace those who had left.

Ty Storrie was award 'most improved service' at Action for Children's Residential Staff Conference in Oct 2018.

We have had minimal building issues this year; which has meant that the number of cancellations compared to last year were reduced.

There have been 6 new children attending Ty Storrie during 2018-19 for overnight stays, aswell as 2 children who were identified as needing the service and completing tea visits but families felt the young people were not quite ready to commence overnight stays. Due to children leaving the service in 2018-19 we will be looking at commencing tea visits and planning for new children to commence receiving overnight stays from May 2019; as well as some YP receiving an increase in the number of nights that they attend. The number of children/young people accessing Ty Storrie as the end of April 2019 was 26.

Work with our colleagues in health to amalgamate the CCNS service and Ty Storrie has been on-going but to date we have not been able to move forward with this aspect of service development, however the contract with Cardiff Council has continued throughout the year. Staff were informed in April 2018 that the service planned to be transferred back in house to the council within the year and consolation took place with staff in Nov 2018 and January

2018; with the proposed move date of April 2019. This date was then needed to be delayed until June 2019.

We received our annual inspection from Care Inspectorate Wales in March 2019 and this report was positive overall; stating that children who stay are looked after by a committed and caring staff team; the individual needs are understood and that there are good relationships with parents and partner agencies and that overall children receive good care and support during their stays.

As a staff team we continually work on evidencing the positive outcomes for the children and young people who stay at Ty Storrie to ensure these are reflected in our monitoring systems.

THINGS THAT HAVE GONE WELL

- ✓ The service adapting to meet the needs of individual children/young people by developing bespoke packages of care
- ✓ The development of meaningful and realistic outcomes for each child and young person that can be measured to evidence their progress
- ✓ Reduction in the number of cancelled stays
- ✓ Positive inspection report
- ✓ Christmas Party

THINGS WE ARE STILL WORKING ON

- ✓ The introduction of the CCNS service into Ty Storrie.
- ✓ To further develop the involvement of children and young people in the service delivery.

RPV's over the last 13 months (Reg 32 Visits): The overall theme and impression that comes from the visits is very positive and the visitors report a child friendly environment, with staff that focus on the needs of the children/young people.

Visits took place throughout the year. The report covers many areas as outlined in the regulations and are summarised under a number of headings. Comments from reports under each heading:

Experience and progress of children

- Children have a good experience when they attend

Relationships between staff and young people

- Appeared positive

Culture of home

- Some issues between staff that need to be looked at as could effect on YP

Condition of home

- The home appears in good condition
- Gate in the garden need attention- Risk assessment in place.

Good Practice

- Photos of staff who are working that day are put in the foyer

Areas of concern

- None identified

Outline of quality assurance methods over last 13 months and records/information considered in writing reports

There are a number of procedures in place for staff to follow. In addition to this there is a plethora of risk assessments both on the building which cover all areas of the building, and also individual risk assessments in place for some children/young people where the risk is perceived as being higher than what is acceptable. All equipment used by the children/young people e.g. tracking hoists are inspected on a six monthly basis by an independent company.

In addition to risk assessments on children/young people there are behaviour management plans in place to ensure that the management of behaviour is consistent. This also feeds into the outcomes process where we try and develop the social and practical life skills of the children/young people and to ensure that they have the communication tools that they need to be able to express their views.

There are number of way that we assess the quality of care provided. Some of these are over-arching requirements and are used to inform partner agencies, those that refer to the service

and the child/young person and family of the broader service that we provide, this is done by our: –

- **Statement of Purpose** – details the service we provide and how we do this and is a general statement of our intentions and what individuals can do should we not adhere to their expectations. It is regularly reviewed to ensure that it accurately reflects where we are at any point in time. The quality of care review is written against what we have set out to achieve.
- **Children's Guide** – this is mainly a pictorial guide that gives the child/young person an insight into what they can expect when they receive a service at Ty Storrie. For some children this reduces their anxiety of going to a 'strange' place. It is currently a tool that others can use with the child/young person to inform them of the service being provided.
- **Independent Visitor (Regulation 32)** – is undertaken on a monthly basis and provides an independent view on the service and how it currently functions. These reports are available for any interested party to view and feed into the completion of the Quality of Care Report (Regulation 33)
- **The Quality of Care (Regulation 33)** – is compiled on an annual basis and reflects the quality of the service provided. It details the trends within the service and feedback from stakeholders.
- **Report Cards** – these primarily inform Action for Children and our Local Authority Partners on the service we provide. We use a Results Based Accountability model to evidence: How much we did, How well we did it and the Difference we have made. This process ensures we meet the targets that are set within our contract.
- **Policies and procedures** – these are in place to ensure that staff have the information that they need regarding expectations while carrying out their work

On a more practical level for those children/young people and families who access the service there are a number of ways that we keep them aware of what is happening in the service and any developments and highlight the quality of care that is provided. This is done through:

- **Newsletters** – these are produced throughout the year and sent to all families currently accessing the service. The newsletters reflect what has happened at the project and any new developments. They also support information given to our partner agencies on service provision and bring the focus back to the children/young people using the service.
- **Reviews** – should be undertaken on a six monthly basis and enable everybody to have the opportunity to discuss how the child/young person views the service that they receive. This is being reviewed as part of the ongoing action plan.

Schedule 6 analysis

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.

There is a diverse need in relation to both level of needs and cultural needs of the children/young people who attend Ty Storrie. There was **8** new referrals over the past year, and there are **4** currently on a waiting list. **5** children/young people have left the service **3** due to reaching 18, and **2** due to accessing services elsewhere; that better meet the needs of the Young person.

Our current contract states that we offer 863 bed spaces per year and at the end of March 2019 we had delivered **881** nights which was **18** over our allocation. We also offered 22 introductory tea visits. Within the service delivery we are also able to respond flexibly to emergencies that may arise and during the year we have provided **1** emergency stay for 1 young person in the service.

We ensure that the compatibility and the mix of children and young people accessing the service is safe and enables us to meet their individual needs. As with any service the needs of the children/young people are continually changing and staff need to be flexible in their approach to ensure that those needs are met. There are on-going discussions with the staff team around how children/young people are managed within the service we are offering.

The response to maintenance requests made to the LA at Ty Storrie has improved during the year and there has been improved communication and networking enabling this to happen, however there is still a delay in those maintenance issues that do not fall under facilities management but are the remit of Children's Services. Over the next year we will monitor these separately

Issues notified
57

Issues completed
36

Issues outstanding
9

There have been 0 emergency admissions this year.

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

Ty Storrie encourage children/young people to bring the things they need to make their stay comfortable: favourite teddies, pillows, photos, toys etc. There are a number of items that we ask parents/carers to send in with their child/young person such as: -

- Clothes, sufficient for each stay.
- Medication, sufficient only for each stay, labelled correctly
- Personal items - toothbrush, hairbrush etc.

- Personal equipment - wheelchairs, special toiletries, e.g. Sudocrem, bubble bath, bath aids etc.

A small amount of spending money for each child/young person to cover expenses of children/young people whilst out on activities. Spending money will be kept securely in the safe and a record of expenditure and any change will be returned when the child/young person goes home.

We have Insurance Cover however if children do bring in personal possessions, unfortunately our insurance will not cover loss or damage of these items. However, if it is our fault that items have been lost or damaged, then we will try to replace these items.

When children/young people arrive in the project staff log all of their personal belongings, these are then safely stored and returned at the end of their stay. We ask parents/carers to clearly label clothes, however on occasions this is not done.

There have been a few occasions where personal belongings have been left at Ty Storrie , and on these occasions parents are contacted and the belongings are stored safely in the child/young person's individual boxes.

3. Daily Menu's/Food

Weekly menus are developed around the individual children/young people staying. When compiling the menu staff take into account individual needs such as allergies and religious observance.

Where children/young people have special dietary requirements, individual food boxes are set up for them to ensure that they are not given food that is not permitted.

There are a number of children/young people who have a Halal diet so there is an information file in the main kitchen which gives details of which foods are permitted.

When children/young people arrive from school they are offered a snack and drink before food is prepared.

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

There is a robust system in place to record and monitor accidents within Ty Storrie. The system also allows reports to be generated to map trends etc.

There have been **12** accidents involving children/young people which were incident related, which is an increase of 6 since last year. There have been **24** accidents related to incidents involving staff –increase of 17.

Accidents that relate to non - incidents i.e primarily slips/trips or falls. When tracking the accidents that have occurred over the year they have been **1** involving children/young people or staff.

5. Any Illness of children accommodated in the home

Over the last 12 months there have been **2** occasions where a child/young person has been taken home due to illness/anxiety and there have been **5** stays cancelled due to illness.

If a child/young person becomes ill and upset as a result whilst staying at Ty Storrie we may ask parents/carers to collect them if staff feel unable to meet the needs of the children/young

people affected. If there is a risk of infection to other children/young people and staff the child/young person will have to go home. We do not accommodate children/young people directly transferred from hospital.

During term-time, we are unable to look after children during the day at the home if they do not attend school unless it can be assessed and agreed by the manager that there is no risk of infection to other children/young people and staff and that staff are able to meet the needs of the child/young person on that stay. The manager may require a health professional to confirm that illness is not posing a risk to others.

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

During the last 12 months we have received **0** complaints.

We have a complaints leaflet that is given to families; this is also in a pictorial form.



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

There was an incident in August which was investigated by the police in line with Child Protection Procedures the outcome was that there was no case to answer.

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

There has been **5** recruitment procedures during the last year and we have recruited, **2** Residential Workers and **2** Assistant Residential Workers alongside **1** new casual workers.

The recruitment process for all staff is:-

- Application form
- Shortlisting process
- Interviews which look at the values and beliefs of applicants alongside practice based questions
- 2 references that are verified by phone
- DBS check – renewed every 3 years
- Medical check

In addition to this any gaps in employment are checked and verified.

Training

There have been a number of training and team building events during the year. Training undertaken by staff have included:-

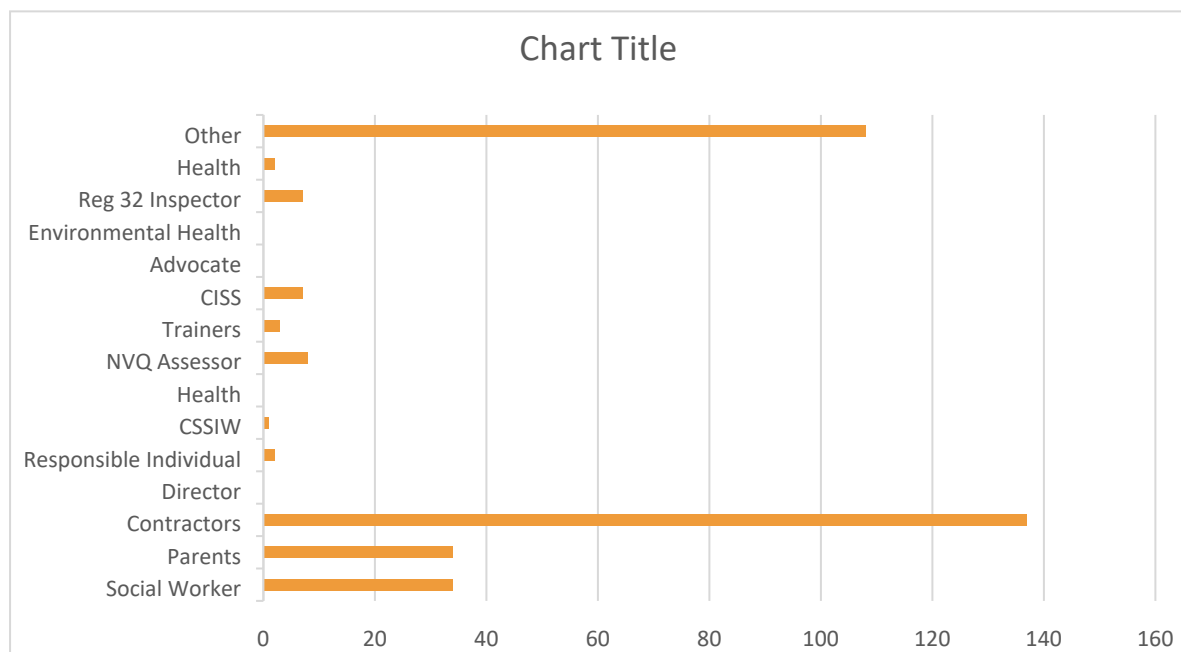
- Team TEACH
- Safeguarding
- Administration of Medication
- Manual Handling
- Epilepsy Awareness and Administration of Buccal Midazolam
- Food Hygiene

There are also a number of staff undertaking their QCF Award.

9. Visitors to the home and children in the home

It is everyone's responsibility to welcome visitors and ensure that they have the right authorisation to be in the building at any one time.

Over the past 13 months there have been **369** visitors, which is a decrease from the previous year. They consist of:



There are still a high level of contractors coming into the building and this has needed to be carefully managed. Wherever possible, we try to ensure that contractors are only at Ty Storie when the children/young people are not present. The number of visitors attending Ty Storie is generally high and this is monitored and reviewed to ensure that there is not an impact on service delivery.

The procedure for contractors visiting includes a health and safety checklist, and a permit to work form. We also monitor how many time contractors' visit to remedy the same issues.

This year has also seen Ty Storrie been used during the day by Adult Services during June and July when they were having renovation works to their building and by Ty Gwyn School in Sept and October while they were having building work undertaken.

10. Notifications of the events listed in Schedule 5

There have been **1** event notified during this year:

CSIW were notified of:

The incident in June which was investigated by the police in line with Child Protection Procedures.

1. Any unauthorised absence from the home of child accommodated there

There have been no unauthorised absences of any child/young person who has been accommodated at the home.

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

Staff who work in Ty Storrie have training in Team TEACH. This enables staff to identify the triggers to behaviour and to be able to step in before behaviour escalates. There are detailed Behaviour Management Plans for each child/young person which inform staff of the behaviours that can be displayed and how these can be reduced and managed. They also detail acceptable reactive techniques. In addition to this there are also risk assessments in place.

The children/young people who use Ty Storrie primarily have challenging behaviour, which can result in high levels of incidents. Over the last year there have been **34** incidents which is an increase from the previous year, this reflects the increase in children and young people's challenging behaviour and evidences staff following the agreed procedures to prevent an escalation in behaviour.

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

There are a large number of Risk Assessments in place, these are:-

- Individual Risk Assessment on children/young people
- Risk Assessments for activities within Ty Storrie
- Risk Assessment on venues that children/young people attend
- Risk Assessments of the building and areas within the building
- Core Risk Assessments on items such as Occupational Stress, COSHH etc.

In addition to this when children/young people are going out on an activity a group risk assessment is undertaken.

During the year risk assessments have been reviewed and updated to take into account changes and incidents that have happened which ensures that our staff can continue to meet the needs of the children and young people we support.

Within this year we have had a health and safety audit and a Fire Risk Assessment both of which have highlighted areas where the service needs to develop its practice in relation to Health and Safety and this has been addressed through the project action plan.

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

There is a robust policy in place around the administration of medication which has been reviewed this year. There have been **0** medication errors during this year, following any error practice is reviewed to ensure continuing staff development and promote good practice.

5. Duty rosters of persons working at the home

There is a rolling rota in place at Ty Storrie which identifies the number of staff required for particular shifts. It is staff's responsibility to ensure they know when they are working. Any changes to the rota are made by the Registered Manager or in her absence the Shift Leader.

There has been **1496.25** hours of sickness over the past year which is higher than last year. The majority of these were due to one staff member being on long term sick –this staff member has since retired from her role as support worker. Agency staff were used regularly during the year, and significantly more so during the earlier part of the year totalling **3511.5hrs**. There has also been **718.5** of casual hours used and **538.25 hours of staff overtime**. Sickness rates are being addressed with the staff to ensure that they are below a reasonable level and therefore reducing the impact on the service.

6. The homes daily log of events

There is a daily diary that staff use to record any changes to planned stays and any visitors that are expected. It also highlights if anything needs to be done e.g. contact parents etc.

In addition to this there is a message book for general messages and information sharing, and a shift handover is completed after every stay which focuses on the needs of the children/young people.

7. Fire drills and tests of alarms and of fire equipment

Weekly fire tests are carried out at Ty Storrie.

In addition to the weekly, quarterly and annual checks, staff undertake a daily fire check, checking exits are clear, and extinguishers are in place.

Each child/young person that attends Ty Storrie has an individual PEEP plan detailing the support they would need to evacuate the building in the event of fire, and the evacuation process that would need to be undertaken. There is also a robust Fire Risk Assessment in place for Ty Storrie.

Fire drills are carried out while the children/young people are present although in some cases the alarm sounding is a trigger for incidents of challenging behaviour. This is an area that as a service we need to look at and address, as we need to have a clear understanding of what we need to put in place for each individual and then to use this information to inform the individual PEEP plans.

Staff have had fire training which included the use of fire extinguisher and the evacuation chair.

8. Records of appraisals of employees

All staff working at Ty Storrie have annual appraisals that review past objectives and set objectives for the forthcoming year. All staff appraisals are in the process of being completed by June 2019.

In addition to this all staff have monthly supervisions, which looks at all areas of practice and service development. Again this is an area being addressed through our Action Plan and staff have had regular supervision in the past few months

9. Minutes of staff meetings

There were **10** team meetings held throughout the year. The main areas for discussion for the past year have been:-

- Children/young people
- Safeguarding
- Health and Safety
- Good practice
- Transfer of service to Cardiff

In addition to these main topics there have been several additional agenda items which staff have wanted to discuss.

Outcomes for children/young people

Within Ty Storrie we are working on a number of different outcomes with the children/young people, the main being: -

- The child/young person's communication skills improve
- The child/young person engages safely in a leisure activity of their choice
- A child/young person is able to exercise a choice
- The child/young person improves practical life skills

- Developing independence

There are also a number of specific outcomes for particular children/young people who are not included in this monitoring, for example reduction in episodes of challenging incidents, reduction of anxiety levels etc. These are broken down into achievable goals for each individual and tracked throughout their stays.

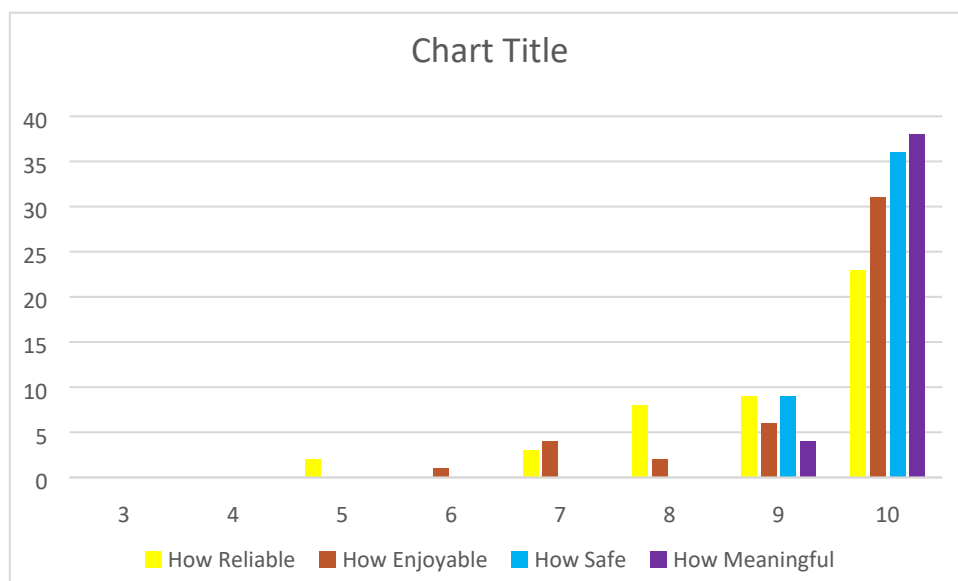
The implementation and monitoring of outcomes is continually being developed to ensure that we are able to accurately reflect the outcomes we achieve and the positive impact we have on the children/young people.

Service Reviews

During the last 12 months there have been **46** service reviews carried out, these look at the outcomes set for individuals and how these are being achieved in addition at the review we ask parents to score how they feel about several aspects, parents are asked:-

- How meaningful is the service?
- How reliable is the service?
- How enjoyable do you feel the service is?
- How safe do you feel the service is?

Parents scored these on a scale of 1-10



Parents Quotes from Service Reviews

'Everything is still working really well and T loves it'

We have become more confident in being able to plan things as less stays are being cancelled and requested dates are being met'

Staff are brilliant to talk to and brilliant with 'A'. We are able to rest and spend time with our son

It allows me time with my daughter. I am really pleased with 'A' starting to integrate and interact with others

I am very happy with the service and trust staff.

I am able to have a break

We love everything and are very happy with Ty Storrie

It 100% benefits us as a family

It gives us time to spend supporting our eldest son and time as a family

J' is happy which means we are happy too

It allows us to catch up on sleep and spend time together

Areas for Development over the coming year

Ty Storrie has a clear direction detailed within its Statement of Purpose. The aims and objectives identify the main focus of Ty Storrie which is to provide safe and high quality care which meets the individual needs of the group. Our ethos and philosophy ensures the needs, best interests and welfare of the children/young people are paramount and this will continue to be reflected in the service provision.

- **Community Children's Nursing Service** – discussions are ongoing with the continuing intention that this is developed as an integral part of the current service provision.
- **Outcomes** – to develop clear and robust systems of monitoring outcomes for children/young people and a system to monitor how the children/young people benefit from the service.
- **Children's Voices** – to proactively develop processes that gather children and young people's views of the service. We have developed and started to use a **What I thought of it** form, so that children and young people can let us know their views on their stay this includes:
 - Did you enjoy your stay?
 - What was your favourite part of the stay?

- What was your least favourite part of the stay
- What could have made it better?

- **Gathering objective feedback from stakeholders** – we have started gathering stakeholder feedback to discover what has gone well and where we need to improve, we will use this to plan and improve the service.

- **Feedback to parents/carers** – 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 children's stays this has improved our communication with parents/carers and informs them of:
 - ***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***

Conclusion

This year we have continued to focus on ensuring a more consistent and settled period for the staff team, which has positively impacted on the quality of care we have provided for children and young people.

This stability has allowed families to rebuild the trust in the service provision and the reduction of number of cancellations has demonstrated this; as well as a positive inspection in March of this year.

All staff have reported that they now feel supported and they receive regular supervision.

We have continued to work closely with Cardiff County Council to ensure delivery of a quality service that meets the needs of the children, young people and families who use the service.

Jane Weeks

Responsible Individual