



# Summary of Quality of Care Reviews for Crosslands & Ty Storrie October 2020 – March 2021s



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



## ***Context: Regulatory Requirements for Quality of Care Reviews Undertaken By The Responsible Individual (RI).***

- **Regulation and Inspection of Social Care ( Wales) Act 2016 ( RISCA)**
- **Regulation 9** – Requirements in relation to the RI
  - Effective management of the service
  - Effective oversight of the service compliance with the requirements of the regulations
  - Monitoring, reviewing and improving the quality of care and support provided by the service
- **Regulation 73** – visits (3 monthly)
  - Meet with staff and individuals
- **Regulation 80** – Quality of Care Review
  - Consider the outcome of engagement with individuals
  - Analysing aggregated data on incidents, safeguarding matters, complaints etc,
  - Review actions taken
  - Consider outcome of audits of the accuracy and completeness of recordings
  - Prepare a report to the service provider



# Crosslands Quality of Care Review

## October 2020 – March 2021



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



***People feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.***

- I observed evidence that young people are empowered to have a voice and that they feel that their voices are being heard. Feedback from the surveys undertaken suggest that young people are given appropriate choices and that communication between Crosslands and family members / Social Workers is on the whole positive.
- The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriately competent staff group who is able to meet the needs of the young people living at Crosslands.
- Although there is a visiting advocacy service in place, advocates have not visited the home throughout the pandemic. Instead they made weekly phone calls to the home but staff confirmed that it is rare that a young person wishes to speak to an advocate when they call. The role of advocacy in the home has been weakened during the pandemic when advocates have stopped face to face visits.
- Managers need to give consideration to the decrease in satisfaction levels of the staff team and to undertake work with the staff team to try to understand why this has happened and to work with staff to identify what needs to be done to increase the satisfaction levels across the team.



## ***People are happy and supported to maintain their ongoing health, development and overall well-being.***

- There is evidence that young people are listened to and concerns are taken seriously. Incidents are dealt with appropriately and support / advice is sought from external services as the need arises. Managers at the home are able to escalate concerns appropriately when they determine that the home is no longer able to meet the needs of a young person and there is evidence that appropriate action is taken to support the general well-being of young people, which includes support with relationships using Restorative Approaches to seek resolution in situations of conflict.
- During my visit I observed positive relationships between staff and young people and supportive conversations between staff and managers.
- It was difficult to see from the recording of the complaint I reviewed, what the desired outcome was for the young person making the complaint and whether overall, the young person was satisfied with the outcome of the complaint. There is also no evidence that the young person was made aware that she could access the support of an advocate to make the complaint. The format for recording complaints should be reviewed to address these matters.
- Young people should be routinely reminded of their right to engaged with an advocate to support them to raise a concern at the point that they wish to formally make a complaint.





## ***People feel safe and protected from abuse and neglect***

- There is evidence that staff are alert to safeguarding issues and the training matrix shows that new staff have received safeguarding training as part of their induction. There are appropriate staffing levels in place to keep young people safe and managers know when they need to escalate concerns and seek additional support for young people to safeguard them.
- There is a need to review and update the personal plan template. The manager has identified that the format of the plan could be more user friendly for the young person and it should have more of an outcome focus.
- The minutes of the last team meeting reflect a discussion about the Safeguarding App encouraging staff to access this.
- An audit should be undertaken to ensure all staff have access to the Safeguarding App on their mobile phones and that they know how to use it.



# **People live in accommodation that best supports their well-being and achievement of their personal outcomes**

- During my visit I observed good practice around infection prevention and control. As a professional visitor I went through all of the necessary Covid -19 checks (LFDT and Covid questionnaire completed prior to visit, temperature check, advice on donning and doffing of PPE on arrival) and throughout my visit I observed staff's use of PPE to be appropriate whilst also physically distancing where feasible. For example, limiting the number of people in the office at a time.
- The building was spotlessly clean, but very comfortably and homely. Furniture continues to be in good condition and the décor is modern, bright and cheery. The garden is well maintained.
- There is evidence around the home of equipment for young people to use to support their leisure activities as well as education (computers, books, games).
- There is an on-going issue regarding the installation of wifi at the home for young people to use. This is something that continues to be a feature of young people's feedback. The manager continues to work with ITC to try to find a safe solution that will provide the necessary safeguards to protect young people.
- Work is ongoing to try to find a solution to enable Crosslands' refurbishment of the kitchen and dining room to proceed. I understand that an options appraisal is currently being undertaken to agree an appropriate way forward
- In summary , the home provides a good standard of accommodation for young people. It is well furnished and maintained to a high standard and young people have access to a range of resources to support their learning and leisure time.



# Examples of Good Practice

The home has managed well during the pandemic despite the considerable challenges that Covid-19 has posed and the impact these have had on both staff and young people. Their infection prevention and control measures are good and they have robust risk assessments in place.

Despite gaps in the staff team, the home continues to cover gaps without the reliance on agency staff and maintain good levels of supervision at all times.

The ability and willingness for staff to support young people who move out of Crosslands is good practice.

Managers are able to appropriately identify when the home can no longer safety meet a young person's needs and appropriately escalate this to senior managers.





# Outstanding Actions Arising from Previous Review & CIW Inspection

- There has been no CIW Inspection since the previous Quality of Care Review was undertaken.
- 3 recommendations remain outstanding from the previous Quality of Care Review

Recommendation	Manager's Update on Progress
<p>Discuss opportunities for staff succession planning with the Training Unit and develop proposals that seek to ensure that we have suitably trained, qualified and experienced staff who are able to be considered for internal promotion opportunities when they arise in our LA children's home.</p>	<p>Update: This is still outstanding however new staff are registered with Social Care Wales as soon as possible to start their qualification which has been very successful. Once qualified staff are suitably trained and have the necessary experience they will be encouraged to apply for internal promotion opportunities when they arise.</p>
<p>Undertake work to clearly set out the roles and responsibilities of every grade of staff within the team – including specialist areas of work that key individuals undertake as part of their substantive roles (e.g. lead for Education / Health etc).</p>	<p>Update: All staff have Job descriptions which outline their role and responsibilities. Due to Covid 19 pandemic staff have not attended specific keywork training but in-house training is being planned and will be made available going forward. The focus has been on new staff undertaking their diploma level 2 and attending training with their assessor and online training with college</p>
<p>Explore opportunities for holding a team development session in the future in light of the fact that there has been significant staff changes over the last year and that whilst most staff are experienced, the team is still forming and developing.</p>	<p>Update: Currently the focus is on staff undertaking their training to complete their diploma qualification. Opportunities for team development session will be part of the teams' development going forward.</p>





# Ty Storrie Quality of Care Review October 2020 – March 2021



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



# ***People feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.***

- The surveys demonstrate that staff, parents, social workers and young people are on the whole satisfied with the service they receive, that they feel listened to and their feedback is acted upon. My observations of the staff interaction with young people during my visit indicated that staff give young people appropriate choices in relation to activities, what they eat, and where they spend time in the building.
- The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriately competent staff group who is able to meet the needs of the young people who receive overnight stays at Ty Storrie. However, it is appreciated that some staff members feel that the home would benefit from additional staff and that the demands placed on them are inappropriate. Further work needs to be undertaken with the staff team to unpick why some staff feel this way and what the team can do collectively to address these concerns so that it feels less fragmented and more unified.
- Work needs to progress to introduce visiting advocacy to the service when the necessary risk assessments are in place to support this.
- The home would benefit from being fully staffed. The absence of a deputy and second senior has put considerable pressure on the senior and manager and the development of a strong management team must be a key priority going forward.
- The manager needs to find alternative ways to ensure that young people's feelings about their stays can be collected in a more reliable and meaningful way.
- Ty Storrie needs to move towards being able to offer more planned consistent stays that better meet the needs of parents and young people, balancing this against the need to offer emergency stays on occasions when the need arises. However, this should not be the norm but the exception.



# **People live in accommodation that best supports their well-being and achievement of their personal outcomes**

- The home provides a good standard of accommodation for young people. It is well furnished and maintained and young people have access to a range of resources to support their development and leisure time. However, the garden would benefit from some attention to get it ready for the summer with the introduction of some colour and some new equipment for the young people to play with.
- During my visit I observed good practice around infection prevention and control. As a professional visitor I went through all of the necessary Covid -19 checks (LFDT and Covid questionnaire completed prior to visit, temperature check, advice on donning and doffing of PPE on arrival) and throughout my visit I observed staff's use of PPE to be appropriate whilst also physically distancing where feasible. For example, limiting the number of people in the office at a time.
- The building was spotlessly clean, and the accommodation continues to improve each time I visit. During my visit I observed young moving freely from the large play room into the garden and enjoying time outdoors. It is also lovely to see the sensory room open and young people being able to move in and out of it as they choose. The refurbishment of this room has made a huge difference to the quality of the living space downstairs and it is now well used by young people throughout their stays.
- Work continues to be undertaken to consider options for the building going forward. During the period, surveys were undertaken on the building to inform architects plans that are currently being developed to consider how the available space in the building can be maximised to benefit the young people who attend. The manager and some staff members have been involved in a virtual workshop to explore what is required from the accommodation in the future.



***People are happy and supported to maintain their ongoing health, development and overall well-being.***

- There is evidence that young people are achieving their goals and that behaviour support plans and personal plans have an outcome focus that support young people to maintain their ongoing health development and well-being.
- There is also evidence that staff are supported to be able to develop the tools they need in order to provide young people with the support they need to achieve their goals. Plans for young people have a strong outcome focus.
- The clinical support is seen as a positive addition to the service and it is pleasing that this will continue.
- It would be helpful if individual young people's outcomes could be charted for the period during reviews so that a visual representation of the distance travelled can be seen at a glance when considering the overall impact that Ty Storrie is having on young people.





## ***People feel safe and protected from abuse and neglect***

- There is evidence that staff are alert to safeguarding issues and the training matrix shows that new staff have received safeguarding training as part of their induction. There are appropriate staffing levels in place to keep young people safe. Staff use the lowest level of intervention to provide behaviour support when required.
- Staff would benefit from undertaking specific training on safeguarding in relation to disabled children.
- Consideration should be given to whether more can be done to raise awareness with parents of how they make a complaint if they are unhappy with the service. Feedback received via the parent surveys would suggest that parents are generally satisfied with the service they receive. However, the fact that no complaints have been received about the quality of the service since June 2019 does give rise to the question of whether enough is being done to encourage parents to use the complaints process to raise concerns if they are dissatisfied with any aspect of the service.





# Examples of Good Practice

- Staff were observed to be warm, patient and respectful of the young people wishes, providing the young people with a range of activities.
- Staff make great efforts to communicate with young people using a range of different communication methods and young people are encouraged to make choices throughout their stays.
- Staff are aware of safeguarding procedures and records show staff raise concerns in the appropriate way.



# Outstanding Actions Arising from Previous Review & CIW Inspection

- There were no outstanding actions arising from the previous Quality of Care Review
- An unannounced inspection took place in March 2021. The report has been circulated to CPAC for information.
- The inspector found that staff are warm and attentive, and promote fun enjoyable stays for the young people. Parents and social workers spoken with told CIW they are happy with the service and value the support provided.
- The ongoing issues around staff recruitment were noted. It was also noted that a small number of staff do not share the view of the majority that Ty Storrie is an enjoyable place to work. This echoes the feedback in the staff survey where there are inconsistencies in the level of satisfaction that some staff have compared with others. The recommended follow up actions required to address these issues are contained in Section One of the Quality of Care Report.
- The draft inspection highlighted one area that required improvement – “Staff do not receive supervision”. This was challenged as evidence was presented that all staff had received regular supervision in line with regulatory requirements. The challenge was upheld and the action removed from the final version of the report.
- There final version of the report had no areas where priority action was required and no improvement actions..