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**Crosslands Children's Home- Quality of Care Review Report  
October 2020 – March 2021**

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**Reasons for the Report**

1. The report aims to inform the Committee on Quality of Care Review Report for Crosslands Childrens Home covering period October 2020- March 2021 as provided in Appendix A

**Background**

2. Under the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, (amended 2019) provides the requirement of Quality of Care Review
3. Regulation 80 of the Regulated Services (Service Providers and Responsible individuals (Wales) Regulations 2017 (amended 2019) states that :
  - (1) The responsible individual must put suitable arrangements in place to establish and maintain a system for monitoring, reviewing and improving the quality of care and support provided by the service.
  - (2) The system established under paragraph (1) must make provision for the quality of care and support to be reviewed as often as required but at least every six months.
  - (3) As part of any review undertaken, the responsible individual must make arrangements for— (a) considering the outcome of the engagement with individuals and others, as required by regulation 76\*; (b) analysing the

aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints; (c) reviewing any action taken in relation to complaints; (d) considering the outcome of any audit of the accuracy and completeness of records.

- (4) On completion of a review of the quality of care and support in accordance with this regulation, the responsible individual must prepare a report to the service provider which must include (a) an assessment of the standard of care and support provided, and (b) recommendations for the improvement of the service.
- (5) But the requirement in paragraph (4) does not apply where the service provider is an individual.

### **Financial Implications**

4. In considering this report and the accompanying appendices where actions have been identified as needed then funding needs to be identified prior to implementation from within existing directorate budgetary allocation

### **Legal Implications**

5. There are no legal implications arising from this report

### **RECOMMENDATION**

6. The Committee are recommended to note the Quality of Care Review Report and supporting documents (Appendices A – C) and to make any observations or comments.

**DEBORAH DRIFFIELD**  
**DIRECTOR OF CHILDRENS SERVICES**  
**14 JULY 2021**

#### ***Appendices (All Confidential):***

*Appendix A: Crosslands Quality of Care Report March 2021*  
*Appendix B: Crosslands Parents Survey*  
*Appendix C: Corsslands Staff Survey*