



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

# Inspection Report on

**Ty Felin**

**Buckley**

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**21 March 2018**

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## **Description of the service**

Ty Felin is a children's home that provides care for five young people between the ages of 14 and 18 years. Quality Education with Care Ltd is the registered provider and the registered manager is Claire Brown. The home is located in the centre of Buckley in Flintshire.

## **Summary of our findings**

### **1. Overall assessment**

Young people living at Ty Felin receive person centred care based on their individual needs. The service provided is well coordinated to promote young people's health and well-being. They can make choices, give their views and are listened to. The management and leadership are good and the manager has settled into the role and the home has made a very good start. Staff are well motivated and trained. We found areas of consistently good practice supported by some effective quality assurance measures in respect of the well-being of the young people. The home offers homely and comfortable accommodation.

### **2. Improvements**

This is the first inspection of the home since it was registered on 10/05/2017.

### **3. Requirements and recommendations**

Section five of this report sets out the requirements and recommendations to improve the service.

The legal requirements were not met for:

The percentage of staff who held the required qualification.

A register of the young people who had lived in the home and a record of the staff who had worked in the home.

People making a complaint about the service had not received confirmation of the outcome of their complaint in writing.

Recommendations are made about some aspects of record keeping.

# 1. Well-being

## Summary

Young people living in the Ty Felin are encouraged to be healthy and to keep themselves safe. They are supported with maintaining good health and well-being, with their education and in making the right choices in life. They are able to make decisions about their care where it is in line with their agreed care plans, are encouraged to have a voice and are listened to in the home.

## Our findings

Young people are listened to, have a voice and are encouraged to express an opinion. Examination of records confirmed that young people's meetings were held regularly and minutes kept so there was a record of the young people's comments. The meetings that had been held benefitted from an agenda which was appropriately focused on the young people who had discussed what had gone well and what had not been as good. We saw that following a meeting there was record of a manager's response to any requests or comments from the young people. A young person told us that they had felt able to discuss issues directly with staff or in a meeting and that they felt they were listened to. Young people had been supported by the staff to prepare for their looked after children (LAC) reviews and other meetings. We also saw that there was evidence of the involvement of the young people in thinking about the purpose of their placement, reflecting on targets identified with them, and their progress towards achieving the targets. Young people were observed to talk freely to the staff and discuss how they were going to spend their time. We found several examples of when the young people have an opportunity for their voice to be heard.

Young people are able to learn and reach their potential. As part of a young person's placement at Ty Felin they were expected to maintain a school, college or work experience placement. The young people attended the school operated by the provider which was registered by Estyn or local college placements. We saw that progress was monitored and that if any events potentially put an educational placement at risk this was discussed with the young person and options were considered for how to help them make choices and maintain an educational element in their placement. Young people were given a lift to school or supported with the travel arrangements to college and we saw that they were encouraged to become more independent with travelling as they became more able and confident. Where applicable files examined had copies of the personal education plans in place. Young people are provided with opportunities to participate in educational opportunities.

Young people are encouraged to be healthy and active and their physical and emotional health and well-being are supported. They are able to develop skills for independence. We saw that young people were registered with primary health care services and supported to access these. Young people were encouraged to be active and reducing their reliance on staff transporting them helped with this. Young people had participated in a range of physical activities including swimming and trampolining. The young people had weekly planners which they filled in themselves and these outlined their education, activities and any contact, appointments or meetings planned. Young people were encouraged to eat healthily and fresh produce was available to support this. In preparation for young people to

move on to more independent living and ensuring that they had sufficient skills to manage on their own they learned to use the washing machine and clean their bedrooms as a matter of routine. Young people had an agreed plan for how much of their own budgeting, cooking and shopping they were responsible for. We were able to see they were expected to plan and shop and that they were supported by staff to ensure their individual meal plan was balanced and appropriate. The registered manager had found as part of their monitoring for the service that not all the young people had been planning their menus, budgeting for and buying their food systematically in local supermarkets or food shops. As a result young people and staff were being expected to give more attention to this part of preparation for independence and this was being followed up by the manager. Each young person had their own food cupboard for dry goods and space in a designated young people's fridge. Young people told us that they had varying degrees of ability in cooking their own meals and how much help they needed or did not need from staff. Young people had been involved in carrying out the risk assessments for their activities as part of their understanding of looking after themselves. This shows that adopting a healthy lifestyle is promoted and that young people are supported with developing understanding and skills for independence.

This service does not currently provide an 'Active Offer' of the Welsh language. The provider has stated that they are working towards providing an offer. The young person's guide to the home was available in Welsh. The language needs of a young person were considered as part of their referral to the home and if a young person whose first language was Welsh had been placed in the home it would have been known staff would not be able to fully meet their linguistic needs. Staff were however aware of the cultural and religious backgrounds of young people living in the home and as with all their needs, were proactive in meeting them. Young people's religious beliefs and choices are respected; however any Welsh language needs could not be fully supported.

In line with agreed plans of their care, young people are supported to maintain contact with their families. We saw that key members of a young person's family had been involved in the young person's admission to the home, both to support the transition and to provide reassurance to the young person and family members. We saw that arrangements for a young person to re-establish visits to their family had been discussed and considered to best support the young person and their wishes and for it to be a positive experience for all concerned. Young people are supported to cope with difficult transitions and experience enhanced well-being because their needs are understood and catered for.

## **2. Care and Support**

### **Summary**

Young people's needs are assessed prior to their admission to the home and the staff are trained appropriately so that the young people can receive individualised and positive care. Overall the young people have good and developing relationships with staff and have opportunities to do things that are important to them. Young people are supported to manage their feelings and gain an understanding of the risks they could be exposed to when in the community or using social media. Young people are supported to take part in a programme to prepare them for living independently.

### **Our findings**

The home seeks information about the young people before they are admitted to their care. We saw that there was a good level of detailed information in the young people's files. One young person's referral assessment had not however been signed and dated by the referrer. All but one of the young people had moved to the home from another of the provider's homes and this had been well reasoned and planned. The move had allowed for example, for the continuing attendance at school or college to take place in a seamless way. The home had devised individual risk assessment and behaviour management plans to assist staff in caring appropriately for each young person. The information in the plans included the young person's interests, any safety concerns, historical and current behaviours and issues. Potential triggers had been identified along with strategies to support positive behaviour and how best to support a young person recover following any incident. The young people's routines were recorded as well as agreed boundaries, incentives and rewards and pocket money entitlements. There were protocols in place for if a young person was missing from the home. We found the collection and recording of evidence to show the progress of a young person was detailed and reflected the work being done with individual young people. The information available and the observation of the care practice of the staff, evidences that young people's individual needs are kept under review and are understood.

Young people are cared for according to their individual need as outlined in their care and placement plans. Staff told us that young people were cared for in line with their plans and we saw that young people were involved in planning for their care. As confirmed in the following examples there was clear and well completed documentation for independence sessions on which the aim of the session, the outcomes achieved, risks involved and any further work required were recorded. Young people had completed 'my progress' charts which prompted them to think about and record how they felt about different aspects of their life. These helped staff to get the young person's perspective and to consider what the staff view of the young person was in relation to the same categories. This had then been collated into an independence progress assessment (IPA) and informed other work undertaken with a young person. The young people's care documents had been reviewed and updated regularly to reflect what young people were achieving and so their progress had been monitored. The daily records examined were detailed and staff recorded sensitively ensuring there was a positive view on a day and when any negativity was recorded it was put in the context of the whole day. We saw that the focus of work with young people had been on areas of life applicable to them for example internet safety and

keeping themselves safe in the community and relationships with peers and adults. These had been considered and kept under review to both help keep the young people safe and for them to be appropriately informed for their age and levels of independence. Staff communicated with social workers on a regular basis and sent weekly summary reports to the young person's social worker. Young people have current, appropriate placement and independence plans which are tools for the staff to use on a day to day basis to support the young people.

Staff share information about the young people effectively within the care team so that care given is well informed. Staff worked a shift pattern of 2 days on/ 4 days off and we saw that the handover of information between staff shifts was well organised and relevant. Staff from another of the provider's homes had provided cover for shifts in this home and this had provided consistency for the young people when there were staff shortages. We saw that there were clear procedures in place for this 'cross home working' and observed that staff arriving to work in Ty Felin read key information about the young people and health and safety in the home. They also had an introduction from shift leader before they started work with the young people. This illustrates that staff are well informed about the young people and how they are to be cared for.

Young people receive nurturing care. Staff told us about helping young people settle in at the start of their placements and this illustrated the nurturing approach by staff and was reflected in the relevant recording. We read good clear records maintained by staff which included observations and analysis and /or considerations of what might be influencing a young person's behaviour or mood. We observed good practice when a member of staff encouraged a young person to return to the home, before they went on their independent time, because they had been upset earlier in the day. This resulted in the young person being able to have something to eat, talk to a member of staff and go out again in a more positive frame of mind. Care staff had also followed up a comment from school regarding a young person not having had any lunch. Young people receive responsive care from staff and are made to feel that they matter.

Staff receive suitable training and guidance to provide the right care for the young people. However at the time of the inspection 53% of the staff were qualified to work with young people. The regulations state that 80% of the staff must hold an appropriate qualification. There had been some changes in the staff team and as a result of staff leaving the percentage was lower than it had been. Efforts had been made to recruit qualified staff and all eligible staff were enrolled as soon as possible to complete the award. We checked the staff training matrix and found that staff had attended appropriate training courses to inform and improve their knowledge and practice. We received comments from parents which included that they felt several staff were "*very insightful and thoughtful*" and that their child's needs were being met. We did not find that the balance of qualified and unqualified staff had an adverse impact on the young people living at the home and did not issue a non compliance notice.

Young people have good relationships with the members of staff who care for them. We saw a young people talking to staff and they were confident to talk and use humour. A mutual respect was demonstrated and a young person was heard to apologise for their less positive behaviour. Records confirmed that young people were comfortable to discuss difficult feelings with their key-worker in planned sessions and also to take spontaneous opportunities to talk to staff. Reflective interviews carried out with staff following any

incidents also demonstrated that with encouragement young people discussed their feelings openly and trusted staff to listen to them. Young people have appropriate supportive relationships with the staff caring for them.

Young people are encouraged to manage their emotions and behaviour in a positive manner and look at coping strategies. Young people were provided with routine and boundaries on a daily basis. A young person told us about not having kept to an agreement about their free time and that as a result their independent time had been reduced for a length of time and they understood why this was. The young people knew the incentive and reward schemes in place and how these worked to their advantage. The staff ensured that they worked on rewarding positive behaviour on an individualised basis. Physical intervention was seen as a last resort with more importance placed upon intervention before a time of crisis. The recording of interventions and other significant events was good and had a purpose in working with the young people. We found that staff were good role models for young people by being available, sensitive and accepting. They encouraged the young people to have good self esteem and to learn from their feelings and experiences. Young people are supported to deal with difficult feelings and look at alternative methods of dealing with them.



### **3. Environment**

#### **Summary**

Young people live in a home which is suited to their needs and is not easily identified in the community as a children's home. It is in a town centre residential area close to local amenities and transport links. There is a choice of communal areas in the home and each of the young people has their own en-suite bedroom. There are sufficient garden and patio areas attached to the home to provide outdoor space. There are good practices in place to keep the home clean and safe and regular checks and servicing ensures the equipment is safe.

#### **Our findings**

The home provides a very pleasant domestically furnished, safe living environment for the young people. The young people had a bedroom each and facilities for staff to sleep in were nearby to the young people's rooms. Bedrooms were on both the ground floor and first floors. Each young person had their own bedroom key and lockable storage within their room. Young people were expected to keep their rooms clean and tidy and were supported by the staff if they had any difficulties with this. On the ground floor there was a very large kitchen which had plenty of space for the young people to prepare their own meals and there were two cookers allowing young people to work independently from any cooking staff were doing. A large open plan conservatory led off the kitchen and provided both a dining area and additional space with a TV and comfortable seating for relaxation. There was a separate comfortable lounge, an entrance hallway and a staff office which was also one of the sleep in rooms. On the same grounds and across the driveway from the house was a separate building in which there was office space for the managers, a meeting room and kitchen facilities. There was sufficient car parking space for the home's cars and parking for staff and visitors. The spacious accommodation, decoration and good condition of the home gave a light and spacious feel and reflected that the young people respected the environment of their home.

Young people live in a home where health and safety issues are addressed. Safety in food preparation was followed through daily checking of temperatures of fridges and freezers and hot meat temperatures were recorded. Risk assessments were in place regarding the use of the kitchen and sharp knives. There was specific kit of household cleaning equipment for the young people to use which was stored in the Control of Substances Hazardous to Health Regulations (COSHH) cupboard so that the use of potentially hazardous substances was monitored. We saw one young person's bedroom which they had personalised with their photographs and posters. They told us they didn't like the restrictors on the windows but showed that they were willing to listen to why they were there for their safety. Examination of records confirmed that there were contracts in place for the regular servicing of the boiler, electrical installation and fire safety equipment. Risks had been identified and reduced as far as possible for the environment and activities. Records confirmed testing of fire safety equipment, smoke detectors and carbon monoxide detectors. Records confirmed that Fire drills were undertaken at different times of day and when new staff and young people were admitted to the home. The staff completed a daily checklist to confirm the testing of a range of health and safety checks. We saw as part of the instructions to staff for completing the health and safety checklist that they were to

“never use in isolation” but also were expected to be observant and aware. The premises were physically safe and maintenance was undertaken to ensure any damage was attended to immediately. We talked to a young person and a member of staff about damage caused to a bedroom wall and found that staff had reacted calmly, had ordered a white board on which the young person would be encouraged to express them self by writing or drawing and that the young person was having some involvement in putting the damage right. Safety and maintaining the suitability of the premises are given a high priority in the home.

The premises are safe from unauthorised access and we were asked for identification before entry to the manager’s office and separately to the home and we signed into the visitors’ books in each. The offices were locked and the door was only open when staff were inside. Files were kept securely but were accessible for the staff to work. Staff personnel files were only available to the managers. A parent commented to us that Ty Felin was a “*lovely house*”. Ty Felin is a suitable and safe property with a homely environment for young people to live in.

## 4. Leadership and Management

### Summary

The leadership and management of the home is good and the service has settled into providing consistent care for the young people. The registered manager and assistant manager work together with a clear vision of ensuring that they are aware of the care being provided for the young people living at Ty Felin. Systems are in place to embed, assess, monitor and improve the quality of the service. The staff team are recruited following robust procedures and are supported in their role through direct supervision and training.

### Our findings

Young people using the service and the local authorities purchasing the service are fully informed of the services provided through the statement of purpose and the young person's guide. Both had been kept under review and the statement of purpose had been updated to reflect staff changes. The statement of purpose is clear about what is available to the young people and we found it provides an accurate description of the provision of the home.

Young people are cared for in a home where there is consistent management. Managers were observed to have good relationships with the young people and staff and the management arrangements support the operation of the home. We found that staff were very professional and clear about their responsibilities and that managers were aware of the how care was being provided. There was evidence of regular monthly monitoring of the service although the recording formats used for this was not fully aligned with the regulations and could have been more streamlined had that been the case.

Some information about staff and young people was not kept in a separate format for this home which would reflect the individuality of the records for Ty Felin. We found that although there was information about the young people who had lived or were living in the home this had not been kept in the form of a register. There was information about staff available in the provider's central system but the record of all persons who had worked or were working in the home had not been kept separately for Ty Felin. We found no evidence that these matters had had an adverse impact on the young people and non compliance notices have not been issued in respect of either issue on this occasion.

Young people and their parents are provided with information about how to make a complaint. Young people and parents informed us that they had information about the home's complaints procedure and were clear who they would speak to if they had any concerns. We saw that day to day, children were making requests or asking to talk about things that were important to them as evidenced in their key worker records and house meetings. We read compliments from young people that had been recorded, one of which was *"how lucky I am to have people who care about me"*. We saw detailed records of complaints made by young people, how these had been investigated and conclusions and resolutions reached. We did not see however that the young people had been informed in writing of the agreed resolution to their complaint. We concluded nonetheless that young people's wishes are taken seriously and considered and that they are used to staff paying

attention to them. A non compliance notice has not been issued in respect of this issue on this occasion.

There is a safeguarding policy for the home and we saw that referrals had been made to the local authority as appropriate and had been followed up with information recorded regarding decisions taken. We spoke to staff who were clear about the procedures to be followed if they had any concerns or a young person disclosed information to them. We saw clear and appropriate recording by staff of key conversations with young people. This shows that managers and staff recognise signs and symptoms of abuse and work in line with national procedures and the home's safeguarding policy.

Staff members are recruited following robust procedures and are supported to undertake their role in caring for young people. The human resources function for Ty Felin was undertaken at the provider's main office based at the provider's other children's home. This had resulted in streamlined systems and appropriate safeguards for recruitment and vetting. Staff files examined had details of application, confirmation that references were sought and verified, and that any gaps in employment history were identified and followed up. DBS checks were completed prior to any offer of employment. We found however that the checklist on the front of individual files had not been kept up to date in every case and that there was not a signature to show the registered manager had confirmed the fitness of the person to work in Ty Felin.

Records confirmed that staff received supervision fortnightly during their probationary period and monthly thereafter. Examination of the records confirmed that supervision followed set agendas and demonstrated a good balance of discussing young people and the member of staff's personal development. Staff meetings were held regularly and again they had an agenda agreed for each meeting. A staff signature file was maintained for all documents which required the staff to sign to show initial reading on production of policies and documents and further signature to confirm the reading of any updates. Young people can be confident that they are cared for by staff who are appropriately vetted and supported to care for them.

The staff spoken to were positive about their experience of working in the home. They clearly wanted to make a difference for young people and were well informed about the individual needs of the young people. Examination of records confirmed that the staff team were provided with on going training which covered not only the mandatory training but also specialist training to meet the individual needs of the young people placed. We were told that as part of developing the next annual framework for training the provider was looking to access more external training to raise interest, avoid staff feeling some training is repetitive, and to further develop the knowledge of staff. The young people are cared for by staff who are well informed, prepared and motivated to undertake their roles.

Quality assurance systems are in place to ensure the operation of the home is monitored and good standards maintained. Monthly visits are undertaken to the home by the responsible individual. The visits and reports were comprehensive and identified any issues that required attention. The report of the visits had been shared with CSSIW. An annual quality of care review will be due when the home has been operational for a year. Young people are cared for in a setting where quality assurance monitoring is a valued, the service has significant strengths and there is a very strong ethos for driving continuous improvement.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

This is the first inspection of the service.

### **5.2 Areas of non compliance identified at this inspection**

We have advised the provider that improvement is needed in relation to the percentage of staff who are qualified (Regulation 25(1A)) in order to fully meet the legal requirements. A non compliance notice has not been issued on this occasion, as there was no immediate or significant adverse impact for children using the service and efforts have been made to both recruit qualified staff and to support staff to achieve the relevant qualification.

We have advised the provider that improvement is needed in relation to maintaining a record, in the form of a register, of each young person accommodated in the children's home (Regulation 28(4)) (.1 in the schedule) in order to fully meet the legal requirements. A non compliance notice has not been issued on this occasion, as there was no immediate or significant adverse impact for young people using the service.

We have advised the provider that improvement is needed in relation to maintaining a record of all persons working at the children's home (Regulation 28(4)) (.2 in the schedule) in order to fully meet the legal requirements. A non compliance notice has not been issued on this occasion, as there was no immediate or significant adverse impact for young people using the service.

We have advised the provider that improvement is needed in relation to providing a complainant with a written outcome to their complaint (Regulation 24B (2)) in order to fully meet the legal requirements. A non compliance notice has not been issued on this occasion, as there was no immediate or significant adverse impact for young people using the service.

We expect the registered persons to take action to rectify these matters and they will be followed up at the next inspection.

### **5.3 Recommendations for improvement**

The following are recommended areas of improvement to promote positive outcomes for young people:

- Ensure that any young person's referral assessment is signed and dated by the referrer.
- Individual checklists on staff files should be used as intended and brought up to date to reflect the contents of the file and information available. The individual staff recruitment checklist should be amended to show the registered manager has confirmed fitness of the person to work in the home.
- Align the manager's recording of their monthly monitoring of the service with the relevant schedule of the regulations as this will also serve to support the consideration

of matters for the annual quality of care review and reporting.

## **6. How we undertook this inspection**

This was a full inspection undertaken as part of our inspection programme.

It was a post-registration inspection.

We made an unannounced visit to the home on Tuesday 24 October 2017 between 8:55 am. and 6:15 pm.

We made a second visit to the home on Wednesday 25 October 2017 between 9:05 am and 1:20 pm.

The following methods were used:

- We saw all of the young people and spoke to one of them individually.
- We spoke to four members of staff.
- We received two completed questionnaires from parents. No placing authority social workers returned questionnaires.
- We had a tour of the home to consider the environment.

We looked at a wide range of documents and records. These included:

- Parts of 3 young people's case files and records.
- The staffing rota.
- The complaints and compliments file.
- Recruitment records for three permanent staff and for agency staff.
- Supervision and training records for two staff.
- Records of key worker sessions.
- Records of incidents, accidents, room searches, restrictive physical intervention safeguarding, negative and positive consequences.
- The minutes of young people's meetings and staff meetings.
- Reports of the visits made to the home on behalf of the registered provider.
- The statement of purpose for the home.
- The children's guide to the home.

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

## About the service

Type of care provided	Childrens Home
Registered Person	Quality Education With Care Ltd
Registered Manager	Claire Brown
Registered maximum number of places	5
Date of previous CSSIW inspection	This is the first inspection of the service
Dates of this Inspection visits	24/10/2017 and 25/10/17
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	The service is working towards providing an active offer.
Additional Information:	



