



Inspection Report on

Bryn Tirion Hall

WREXHAM

Date Inspection Completed

12/06/2019

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Description of the service

Bryn Tirion Hall is a children's care home provided by Quality Education with Care Ltd. The provider has appointed Natalie Fletcher as the Responsible Individual (RI) for the service. The manager of the home is registered with Social Care Wales. The home provides care for up to 10 children and young people (hereafter referred to as young people) between the ages of 7 and 18 years of age.

The home is located on the outskirts of a village a few miles from the towns of Wrexham and Mold. An independent special school is also operated by Quality Education with Care Limited on the same site and this is registered with Estyn.

Summary of our findings

1. Overall assessment

We found that young people's needs are met in terms of their health, wellbeing and education. The young people living at the home are settled, engaged in education and staff were encouraging them to access activities. There were many examples of good practice in caring for the young people and the atmosphere of the home was very relaxed. We found that young people are cared for by a staff team that had attended appropriate training to ensure that they have been able to respond to and meet the young people's individual needs. The staff know the young people well, they genuinely care about them and staff morale is very high.

The physical environment was welcoming, homely, clean and attractively decorated. The young people that we spoke with said they were very happy with their bedrooms and had been able to choose the décor and furniture and personalise their rooms.

Leaders and managers regularly monitor, review and track the progress of individual young people to assess the quality of the service and experiences of the young people in their care. Leadership and management are effective and the management of the home sets high standards and are committed to quality assurance and constant improvement. We conclude that Bryn Tirion Hall is providing a very good standard of care for the young people who live there.

2. Improvements

The home has developed the young people's personal plans with the young people, and the documents are much more accessible for them, and feature their views, wishes and feelings.

The home has employed a psychotherapeutic counsellor to work with the staff team to train them in approaches to therapeutically supporting vulnerable young people.

A young persons' consultative forum has been introduced for the young people from Bryn Tirion Hall and the other Quality Education with Care children's home to share their views with each other and make requests directly to the managers.

A staff consultative forum has been introduced to enable staff to discuss issues or areas for development, and provide feedback to the management team. Paid team building days have been introduced, and staff spoke positively about this.

The provider had organised an award ceremony for the young people of both of the provider's homes. All young people received awards and the event featured a disco, buffet and karaoke.

The environment of the home has been improved with the replacement of some furnishings and redecoration.

An additional vehicle had been purchased to assist staff in transporting the young people to activities and contact with family members.

3. Requirements and recommendations

There were no issues of non compliance with the regulations and no recommendations made.

1. Well-being

Summary

Young people living at Bryn Tirion Hall are consulted about the care they wish to receive. They have choices about their activities and daily living within the home. Young people feel confident to voice their opinions. Staff promote education and encourage the young people to engage in activities. Young people are safe.

Our findings

Young people have a voice when living in Bryn Tirion Hall about how they live their daily lives. There were numerous opportunities for young people to air their views and make requests. Records of house meetings evidenced that they had been held monthly and areas for discussion included changes to the environment, purchasing new equipment and furniture, and activity requests. An assistant manager had provided feedback to the requests to each young person by email. The home had introduced the young persons' consultative committee, which was another platform for sharing views and the young people at Bryn Tirion Hall had met up with the young people from the provider's other children's home. The managers of both homes had listened to their views and an action plan had been drawn up. Advocacy service information was explained in the young persons' guide, and the manager told us that this was arranged through the young people's local authorities. The young people we spoke with confirmed they were aware of the service and how to access it. We saw that the young people were confident in making their views known to staff and the manager during the inspection. Young people said they felt staff and management listened to them. This shows young people have a voice and are able to express their views and opinions.

Young people are encouraged to develop interests and explore new challenges. The young people's weekly planners showed they had been encouraged to choose activities every week so that they were occupied and participating in activities that they liked to do such as horse riding, gymnastics, swimming, ice hockey and cycling. A social worker stated that their young person attended regular activities such as ice-skating, and had been offered regular trips away. The young people we spoke with said they were encouraged by staff to be active and do things that matter to them.

Young people are supported to look after themselves. They were being encouraged to gain independence by doing their own shopping and preparing meals. Young people had received pocket money and had earned extra money for completing tasks such as tidying their rooms and undertaking household tasks such as laying the table at meal times or clearing up. Each young person's requests for greater independence had been considered individually in consultation with their social workers. This ensured that they were able to

take positive risks such as having free time in the community without staff supervision. This shows that young people have the help they need to be independent.

There is a strong ethos and appropriate expectations regarding education attendance and achievement. All the young people living at the home were in full time education. Members of staff supported young people in class if required and there was good liaison between care staff and teachers. Teachers were members of the young people's 'Team Around the Child' (TAC) meetings so that each young person's educational outcomes could be assessed, and strategies to promote positive behaviour could be discussed and implemented in both areas. A social worker confirmed that the home had good relationships with education, which had resulted in the young person being able to stay in school. Another social worker said their young person's education had progressed well, with consistent attendance and positive outcomes. This demonstrates that the young people are supported to learn and develop to their full potential.

Young people feel safe in all aspects of life within the home. Risk assessments had been carried out in consultation with the young people's social workers, and discussed and reviewed in TAC meetings. We saw that anti-bullying strategies had been implemented. Young people had been able to voice when they felt uncomfortable with the behaviour of their peers. Keep safe documents had been used with them and work had been undertaken with those whose behaviour was causing problems for others. Incidents had been recorded and monitored and included the responses made by staff to the young people. Young people told us they felt safe.

2. Care and Development

Summary

Young people's needs are assessed prior to being admitted to the home, to ensure the home is a suitable placement for them. They are encouraged to understand their emotional well-being and consider alternative approaches to their sometimes challenging behaviours. Young people are involved in developing their personal plan, and staff know how to respond and care for them in the way they wish. Young people can communicate with some staff in Welsh.

Our findings

The provider considers a wide range of information to confirm that the service is able to meet young people's needs, and support them to achieve their personal outcomes. We saw the home had received sufficient information relating to the young people prior to their admission. Impact assessments had been undertaken to ensure compatibility with the young people already living at the home. Checklists had been used to ensure that all the required information was in place. The management team had assessed the information gathered and the outcome of the impact assessments, and had considered whether the home could meet the young people's needs. A young person told us they had moved into the home, having first attended the school and this had worked well for them as they were familiar with staff and had several visits before moving. They told us they had felt welcomed by the staff. Young people are appropriately placed and their moves to the home are well planned.

Young people can be assured that the home has an accurate and up to date plan for how their care is to be provided in order to meet their needs. Personal plans were in place for each young person living in the home. The plans included the objectives of the placement and description of the young people's health, education, physical, emotional and behavioural development. The plans provided staff with sufficient information about how they should provide care and support on a daily basis. Each young person also had individual behaviour management plans and missing from care plans in place, which gave details of potential behaviours, possible triggers and how the staff should respond. We saw the staff had followed the plans to address behaviour issues and the strategies they had employed had been successful. A social worker stated: *'The young person's needs were met across the board and during all the reviews no concerns were raised regarding health, education etc. The young person's independence time was well managed to ensure it was safe, and behaviours were positively managed in a consistent and structured way.'* The home had consulted with young people to devise a plan that was in a format and language appropriate to their needs. The document was young person friendly, and included the young person's views, wishes and feelings and how they wanted to be

supported by staff. Young people receive the right care, at the right time in the way they want it.

Young people are supported to understand and value their emotional well-being and consider alternative approaches to their sometimes challenging behaviours. The staff worked with the young people to reward positive behaviour and sanctions or consequences were only introduced as a last resort. Any sanction imposed had been monitored by the manager and RI, and the young people had been asked for their views as part of a de-brief of any incident. We saw from records that expected behaviours were individualised, and included reward charts that were very clear about what each young person had to achieve in order to receive a reward. The rewards charts had been reviewed to reflect changes in goals and increased independence. Key worker records evidenced that young people had been able to discuss their feelings regarding being healthy; staying safe and enjoying and achieving. Staff completed daily records which showed that each young person's behaviour, emotional and physical well-being was monitored daily. Comments by staff included *'Such a positive attitude and engagement in meeting new social worker.'* The school also completed daily records and included a positive comment for the day e.g. *'X was kind and offered to help their peer during maths.'* An independent reviewing officer (IRO) commented in a placement review: *'The placement has been an excellent one as X has made huge changes to their behaviour and attitudes.'* The young people we spoke with said they were settled in the home and that they had made progress. The outcome for young people is they are helped to develop an understanding of their past, deal appropriately with feelings and issues that arise and develop to their full potential.

Young people are settled and comfortable and supported by staff who know them well and give them consistent and continuous care, which fosters confidence and positive self-esteem. We observed staff and the manager interacting with the young people in a relaxed way with a good deal of warmth and laughter. Staff were respectful when they spoke with the young people and spoke about them with genuine fondness and interest in their well-being. The young people we spoke with were positive about the staff. Social workers confirmed that the young people had positive relationships with the staff in the home. This evidences that young people are valued, treated with dignity, respect and have good relationships with staff.

The service does not currently provide the 'Active Offer' of the Welsh language, but is working towards doing so. The young persons' guide and complaints policy was available in Welsh. There were no young people living at the home that wanted to receive care through the medium of Welsh, however, the manager told us that three members of staff spoke Welsh fluently and they could be deployed to work with young people who choose to speak with staff in their first language.

3. Environment

Summary

The home is suitable to care for children and young people and the premises are kept safe and well maintained.

Our findings

There are three family style house units within the home, Ty Conwy, Ty Powys and Ty Gwynedd. The home, in each of its house units, provided sufficiently spacious, comfortable, clean and well maintained accommodation. Each house unit had their own kitchen/dining room. Two had a separate lounge and the third had comfortable seating within the open plan kitchen/dining/ lounge room. Young people had their own bedrooms, and there were separate bedrooms in each house unit for staff when undertaking sleeping-in shifts. There was space indoors and out for young people to play, relax and do activities. There was an office for the manager and team leaders' offices. Young people live in accommodation which meets their needs and best supports them to achieve their well-being.

The premises are welcoming, comfortable and clean. The young people we spoke with told us that they liked their bedrooms, they had the furnishings that they needed, and had been able to choose the décor and personalise them. One young person said they would prefer to have a bigger room and had made that request to management, and was accepting that this would be actioned if another room becomes available. Young people feel uplifted and valued because they are cared for in a comfortable, clean, homely and personalised environment.

The young people live in a home which is safe with health and safety issues addressed. Examination of records confirmed there was regular servicing of the boiler, electrical installation and fire safety equipment. Risks had been identified as far as possible for the environment and monthly health and safety checks of the environment had been completed. All of the equipment in the home had been certified as safe within the last year. Examination of records confirmed weekly testing of fire safety equipment. Fire drills had been undertaken regularly. The premises were physically safe with personal information and personal belongings properly protected and confidentiality maintained. Most records were electronically held, but the physical files that the staff needed to work on daily were kept in the offices which were secure. Maintenance issues had been reported and logged on a spreadsheet that the manager had monitored and we saw that he had recorded the date the tasks had been completed. The premises were safe from unauthorised access. We were asked for proof of identity and to sign our name and our time of arrival and departure in the visitors' book. Young people and their families can be assured that the home is safe, secure and records are safely stored.

4. Leadership and Management

Summary

Young people benefit from a service which has robust, transparent monitoring systems in place to assess the quality of the service. They know and understand the care, support and opportunities which are available to them. The management has a positive approach to gaining feedback about the service from stakeholders. Young people receive care and support from well trained staff who know them well and want the best for them. Staff morale is high.

Our findings

Young people, their families and agencies that have contact with the service are provided with information about Bryn Tirion Hall through the statement of purpose, policies and procedures and the young persons' guide. These documents provided the required information about the operation of the home. Young people, their families and agencies know and understand the care, support and opportunities which are available.

Young people are cared for by a permanent team of suitable staff. We found the recruitment and vetting procedure was robust and the required checks had been sought prior to appointment. The provider had employed a team of bank staff that had provided contingency cover when required. The staff members know the young people well and provide familiar and consistent care.

The provider ensures that staff working at the home have undertaken the training they need to support them in working with the complex needs of the young people in their care. Newly appointed staff had completed an induction programme prior to working with the young people. The training matrix showed staff had attended on-going training courses to inform and improve their knowledge and practice. The assistant managers and team leaders were working towards the level 5 diploma in leadership for health and social care services. The provider had arranged for the staff to attend a one day training course on how to work therapeutically with vulnerable young people. The staff we spoke with said that the course had been valuable in increasing their understanding of the young people. The provider has arranged for that training to be followed up with a further 120 hours so that staff can learn how to working therapeutically. Young people, therefore, can be assured that all staff have the necessary knowledge to achieve positive outcomes for them.

The leadership and management of the service demonstrates that they consistently act with due diligence and care, and there is a clear delegation of responsibilities. Staff were divided into three teams with a team leader and deputy team leader for each. There was a manager and two assistant managers. We saw that staff had received monthly individual supervision meetings with their line managers within the first six months of employment, and every two months thereafter. Records evidenced that detailed discussions had focused on staff members' performance and included discussions regarding the young people's well-being.

The minutes of the team meetings inspected evidenced that the young people's well-being had been the focus for discussion. Staff we spoke with told us they enjoyed working at the home and felt supported by management. The evidence we found shows that people benefit from a service where staff are well led, supported and trained.

The home has a quality of care review process that draws on regular quality assurance procedures. Audits of the operation of the home had been carried out monthly, and included safeguarding issues, sanctions, rewards and complaints as well as the physical condition of the home. The RI had visited every three months and produced a report of their findings. When complaints had been made by young people, the manager had responded promptly and investigated thoroughly. The results of the investigations had been discussed with the complainant and a written report had been provided. The young people had confirmed in writing that they were satisfied with the outcome and process. The manager had attended North Wales children's homes managers' meetings every three months. The manager told us they found the meetings a very useful forum to share good practice, and discuss common aims and issues with the managers of homes operated by other providers. The evidence we found showed that the manager and provider are committed to quality assurance and constant improvement.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

None

6. How we undertook this inspection

This was a full inspection undertaken as part of the schedule of annual inspections. The unannounced inspection was carried out by one inspector on 12 June 2019 between 9:30 am and 6:15 pm.

Information for this report was gathered from:

- Information about the service held by CIW which included previous inspection reports.
- The statement of purpose and the young persons' guide.
- Discussion with four young people.
- Discussions with the manager and staff members on duty during the visit to the home.
- The documentation kept in relation to the young people currently living in the home.
- Feedback from five local authority social workers.
- A sample of staff files was viewed.
- Other documentation kept in the home was checked including team meeting and young peoples' meeting minutes, rewards and sanctions records, complaints records and environmental assessment documentation.
- We had a tour of the home to consider the environment.

Further information about what we do can be found on our website:

www.careinspectorate.wales

7. About the service

Type of care provided	Care Home Service
Service Provider	Quality Education with Care Limited
Manager	Roger Chadwick
Registered maximum number of places	10
Date of previous Care Inspectorate Wales inspection	31/07/2018 and 02/08/2018
Dates of this Inspection visit(s)	12/06/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language.
Additional Information:	

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