



Inspection Report on

Ty Bevan

EBBW VALE

Wednesday, 1 May 2019

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Description of the service

Ty Bevan is approved by Care Inspectorate Wales to provide a care home for four young people who are looked after by local authorities. The manager is Nolan Hulbert and the responsible individual on behalf of the company Rise Care Limited is Josh Palmer.

Summary of our findings

1. Overall assessment

We found that significant improvements and progress had been made since the last inspection. Young people are well cared for and experience a good sense of well-being; they are making very good progress and are supported to engage in a range of education, employment and volunteering opportunities. Young people's views and wishes are listened to and respected; care and support is personalised to meet individual needs and preferences. An established motivated staff team is in place and the home is well managed by an experienced and effective manager.

The home is located in a residential area with good access to services and facilities. It is a spacious, light, bright and airy environment for young people to live in; it is generally well maintained and suitable to meet the needs of the service.

2. Improvements

Significant improvements had been made since the last inspection and all areas of non-compliance and recommendations for improvement had been addressed.

Improvements included:

- Safe access arrangements to the home.
- Improved records relating to young people.
- Staff support including supervision, staff meetings and training.
- Attention to fire safety arrangements.
- Increased resources for young people e.g. converted shed to workshop.
- Development of positive relationships in the local community.

3. Requirements and recommendations

There were no areas of non-compliance identified during this inspection.

Recommendations to improve the service are set out in section five of this report and relate to the further development of records.

1. Well-being

Summary

Young people living at Ty Bevan are generally happy, healthy and safe. They have good opportunities to express their views and are pro-actively supported and encouraged to engage in education and employment, and to maintain relationships with family and friends.

Our findings

Young people feel valued because they experience responsive care/support which takes into account their wishes and feelings. There was a culture of listening to young people, respecting their views and working with them towards their personal aims and goals. One young person told us *"They treat us like adults."* All young people have two keyworkers who provide individualised support; young people told us they liked their keyworkers. Staff, young people and a social worker told us examples of how well the home were able to engage with the young people, motivate them and give practical support to help them to achieve their goals. A social worker told us "they go above and beyond" in supporting young people in their personal struggles. For example, a young person had tried to gain employment at a range of places but had not yet succeeded. The home had developed a range of good links/relationships with local businesses; they explored possible options of what the young person might like to do, and how they could achieve gaining employment. Together they identified and sourced training for this young person to undertake a forklift-driving course, which the home funded, in order to improve their employment opportunities. Young people told us that staff advocated for them and would support them by exploring ideas and going with them to seek employment opportunities. Young people are listened to, feel valued by staff and feel proud of their achievements.

Young people have the help they need to grow up and develop independence life skills. In particular, attention was given to support young people to seek further education and employment in areas of interest to them; staff helped them to explore new ideas and possibilities both in a paid and voluntary capacity. One young person who was in further education for three days a week was also undertaking voluntary work. All young people had a sense of purpose; the staff at the home were creative at exploring wide ranging opportunities for and with individuals. For example, a young person who was good at carpentry was supported and encouraged in this by helping the young person to gain work experience, converting the garden shed to a work shop, assisting them in obtaining tools and marketing their work and skills. This shows that not only was the young person supported in gainful education/employment but it promoted improved self-esteem, personal pride and a great sense of achievement and looking to options in their future. Young people fulfil daily living tasks commensurate with their age and ability and were supported in considering wider issues such as housing, reading transport timetables etc. The manager was pro- active in being ambitious for young people regarding their education and wider life

experiences. Young people are given the level of support, encouragement and confidence building they need to work toward independent living and the world of work.

Young people are treated with respect and are actively involved in planning for their future. Personal plans and independent living plans were in place for each young person. Young people told us that they were involved in planning for their future, attending reviews and had discussions with staff about any issues in their day to day lives including considering study/work/volunteering opportunities. They felt completely involved in deciding what was happening in their lives and told us staff treated them with respect “like adults not children”. The sample of plans we viewed showed that consideration was given to a range of appropriate matters however the plans did not reflect the quality of engagement staff had with the young people. They would benefit from being developed to more clearly demonstrate the young person’s involvement in the plan and clearer targets; the subsequent reporting processes would benefit from development to analyse the journey of progress made as they did not do justice to the quality of work and progress achieved. The manager told us of plans to develop aspects of their recording. Young people are treated with respect and are actively involved in planning for their future.

2. Care and Development

Summary

The home's ethos is to provide young person focused care and support with a view to ensuring positive outcomes for them. Staff are skilled at establishing relationships that enable them to engage the young people in planning their lives and to developing their emotional well-being. Young people are clear about expectations of them and the boundaries in place at the home to support them in making progress.

Our findings

Young people feel safe, and are protected from harm. Young people at the home told us that they get on OK but mostly live their own lives; they do not socialise together generally but all lead their own lives and go out to see family and friends. Staff take time to talk with young people about relationships and staying safe when out and on line/social media. The home provides on line safety course for young people and staff to promote awareness raising and keeping safe; the internet is turned off overnight. Young people are encouraged to access the on line training in other areas such as drugs, leaving care and first aid. There were few incidents of young people going missing but clear processes were in place for such events and young people had a clear sense of what would happen if they did not return. The manager was committed to safeguarding young people and was an ambassador for CEOP's (child exploitation and on line protection agency – the law enforcement agency that works with other professionals to safeguard children). Behaviour was managed through the relationships young people had with staff. Physical intervention was a last resort and staff had attended relevant training; there had not been any incidents leading to physical intervention in the last year and only one sanction. Young people told us that bullying was not an issue at the home; that rules were fair and they told us they felt safe at the home. Staff had completed child protection training. Where part of the care plan, staff supported young people with family contact and supervised this when necessary. Young people feel safe and protected from harm.

Young people are encouraged to lead a healthy lifestyle. All were registered with relevant health professionals and were supported to attend appointments when needed including those who had the support of a psychologist, therapist and CAMHS. None of the young people were taking any prescribed medication. Staff received guidance from the health professionals involved with the young people and others who provided emotional support such as the Youth Offending Service (YOS) for the drugs programme and victim support. Young people were encouraged and supported in a healthy life style in relation to the food they eat both provided by the home or purchased and cooked for themselves. The home provided local gym membership for young people and staff to attend and encourage activities such as bike rides. Daily life routines at the home encourage young people to live a healthy life style that reflects their physical and emotional health needs.

Young people feel they matter, that staff listen to them and talk to them in a way they understand. Examples referred to throughout this report demonstrate this. One of the young people had never been abroad and wanted to go; the home were supporting the young person to plan and prepare for this event and will go with them. Staff described this as an important life skill for young people to learn about the wide range of issues they need to consider and plan, in order to travel abroad safely. Discussions have taken place with all the young people about holidays and their wishes; these were ongoing matters under consideration with them. Young people had discussions with their key workers at least weekly and these were recorded. All the young people were from Welsh authorities but none of them were Welsh speakers. The efforts made by staff at the home to support young people to develop aspirations to do and achieve the things they would want in life was seen in the range of work and leisure activities they undertook. Young people feel they matter and this culture permeates the daily life of the home and promotes personal pride, improved self-esteem and a sense of “I can do”.

3. Environment

Summary

Ty Bevan is a purpose built house that is suitable for its purpose. It is a spacious, light, bright and airy house with a garden; it is generally clean and well maintained. Its location in a residential area of Beaufort, Blaenau Gwent supports young people with easy access to local facilities.

The home has off road parking and two vehicles to support the needs of the young people.

Our findings

Young people live in a comfortable homely environment that meets their needs and supports a positive sense of well-being. Each young person had their own bedroom and there were suitable bathroom facilities available. The communal areas of the home provided choice of where young people want to spend their time with a lounge and large kitchen dining room where staff and young people could eat together, socialise and do activities. There was an additional communal room on the second floor; it provided opportunities for activities and a place to see visitors in private if needed. The home had safe access arrangements with visitors needing to ring the bell to gain access to the home, provide identification and sign the visitor's book. Young people were able to leave the building should they wish or need to. One of the young people enjoys carpentry; it was good to see items of furniture they had made being used in the home; this gave a sense of pride in their achievements and promoted positive self-esteem. Some improvements had been made to the home and included a new gas hob, boiler and garden furniture. Some areas of the kitchen were in need of repairs but this work was planned. The converted garden shed/workshop provided a dedicated place for the young person to do their carpentry and keep their tools. Young people are encouraged to take pride in their home and to take positive steps to maintain their environment as a place that meets their needs and gives a sense of being valued.

Fire safety arrangements were in place. The home maintained a record of fire drills, routine checks and maintenance visits. A fire risk assessment was in place. Staff had undertaken fire safety training. Attention is given to keeping young people safe from the risk of fire.

Generally the home was suitable to meet young people's needs with arrangements in place for repairs and maintenance to be undertaken when needed. Young people live in an environment that is clean, homely, furnished to a good standard and is generally well maintained.

4. Leadership and Management

Summary

The home is well managed by an experienced manager who is young person focused and demonstrates that they consistently act with due diligence and care to ensure compatible and stable placements for young people. The manager is motivated to continually develop the service and improve the quality of care to the young people. The home has a stable core group of staff with a low staff turnover. Young people benefit from a service which values and invests in its staff so they are motivated to continually develop the service and improve the quality of care to young people.

The home is well managed; we were impressed at the progress made on the areas identified at the last inspection as in need of improvement and the steps taken to provide opportunities that promote creative and positive achievements/outcomes for the young people at the home.

Our findings

There is evidence of the manager and responsible individual driving continuous improvement; there was significant improvements since the last inspection. The manager had been in post for just a couple of weeks at the last inspection and the home was in some difficulty; however, at this inspection we found that attention had been given to address the issues and the home was found to be providing very good support to the young people. The manager and responsible individual reported working well together to take the service forward and to drive up standards in the home. The manager promoted a culture of focusing on each individual young person's needs with them and the staff.

The needs of the young people living at the home are compatible. Young people were admitted to the home through a careful admission process that considered how their needs would be met and the impact the admission may have on them and the young people already living at the home. All young people were admitted in a planned way, the referral/assessment included a visit by the manager to meet the young person in their previous placement and, where possible, the young person visited the home before making a decision. Young people confirmed this process and said they had been provided with a copy of the young person's guide to the home. The home's admission and discharge register showed that the home consistently operated with high capacity. The home was operating within its statement of purpose. We found that the home admitted teenagers who were focusing on becoming independent young adults; they were effective at admitting young people who, whilst they had very different interests and life paths, were generally able to live compatibly in the same house.

Young people benefit from a service where the well-being of staff is promoted and staff are well led, supported and trained. The staff files viewed showed that safe recruitment

practices were undertaken and records were generally in place to demonstrate this although would benefit from attention to ensure all the records for each staff member are collated in the one file. Monitoring arrangements and records were in place to ensure DBS and Social Care Registration was updated as required. The manager provided supervision to all staff members but had plans for the deputy to undertake some of these tasks. The home used an on line training hub to access and document training. Staff training information was held electronically and included an individual overview for each staff member; staff received good training opportunities. 71% of staff held an appropriate qualification and two staff were undertaking qualification training. One senior member of staff was undertaking a higher qualification (QCF 5). These show that the provider promotes and values qualification training for staff. Records showed that staff received regular supervision that was signed and dated by supervisor and supervisee. Staff comments confirmed that they received good support. The provider ensured that adequate numbers of suitable staff were available to care for young people and promote positive outcomes for them. Staff rotas were maintained and showed that the home was staffed with permanent staff, thus providing young people with consistency and continuity of care/support; agency staff were not used. The young people enjoyed the benefit of the home having developed an established core staff team; there was one staff vacancy. Staff team meetings took place approximately monthly and provided the opportunity for staff to discuss the young people and other general issues relating to the running of the home; minutes of these meetings were seen. Young people benefit from a service where the well-being of staff is promoted and staff are well led, supported and trained.

There are monitoring systems in place to assess the quality of service in relation to the outcomes for the young people. The responsible individual (RI) was described as a regular visitor at the home every week and it was clear in discussion that they knew all of the young people well. They undertook the monitoring tasks needed at the service and produced a report each month. The RI told us about working to ensure that they, the manager and the home were cognisant with new requirements following their recent approval in December 2018 under the new regulations - Regulation and Inspection of Social Care (Wales) Act 2016. There were good communication arrangements at the home with handover meetings, internal review meetings of young people, key worker meetings, young people's meetings, team meetings and staff supervision and appraisals. Statutory reviews also took place and provided further insight into the work of the home with young people. Monthly reports were provided to social workers and regular telephone contact was maintained. A social worker for two of the young people living at the home told us how impressed they were with the work undertaken with the young people they had placed there currently and previously. They described staff going "*above and beyond*" to support young people to achieve their goals and told us communication with them was very good. Young people told us that they had good relationships with staff who they felt able to talk and confide in, and who advocated for them. Staff comments indicated that they considered they were a good professional staff team who worked well together and this was confirmed from our observations and discussions with the young people. Young people told us they knew who and how to complain and told us they felt able to talk to staff about anything but knew they

could talk to the manager or their social worker should they wish to do so. There had been two complaints from young people at the home. Records showed that these had been responded to promptly and the manager had written to the young person at the conclusion of the matters. There are monitoring systems in place to ensure that young people receive good quality care and support, have their voices heard and their well-being remains at the forefront of the operation of the home.

The manager ensures that young people engage positively in the local community. The manager and RI have developed positive relationships in the local community both in terms of developing links that could be helpful in young people obtaining employment or volunteering opportunities and in a charitable sense supporting the community they live in. An example of this was the manager, staff and young people clearing the grounds of the local community centre in preparation for an event. We saw a letter of appreciation sent to the home for their efforts. Such events have improved the perception of the local community to having a children's home in their locality. Young people have a sense of pride and belonging in their community.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

The home was not secure from unauthorised access.

Placement plans and risk assessments were not sufficiently individualised and detailed.

Staff do not receive appropriate supervision and induction/training.

Staff had not received suitable training in fire safety and young people and staff had not taken part in fire drills.

We found that actions had been taken to address all of these matters.

5.2 Recommendations for improvement

There were no non-compliance issues identified at this inspection.

Recommendations for improvement were:

To continue to develop the plans and records relating to young people so that the language reflects changes in regulation and to better demonstrate the quality of work achieved and planned with young people.

Records relating to staff recruitment need to be collated for clarity and ease of monitoring.

6. How we undertook this inspection

We undertook an inspection of the home to follow up on progress on non-compliance.

An unannounced visit was made on Monday 4 March 2019.

Information for this report was gathered from:

- Information held by CIW. Discussion with the manager and responsible individual. Discussion with young people.
- We spoke with staff.
- Telephone discussion with a social worker for two of the young people.
- We looked around the home's environment
- We looked at records of staff recruitment, and supervision.
- We looked at care documentation for two young people.
- We looked at a range of house records including the statement of purpose, RI visits, physical intervention records, and minutes of meetings.

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

www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Service Provider	Rise Care Limited
Manager	Nolan Hulbert
Registered maximum number of places	4
Date of previous Care Inspectorate Wales inspection	27/6/18 & 2/7/18
Dates of this Inspection visit(s)	04/03/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No
Additional Information:	