



# Inspection Report on

**Ystrad Fechan**

**Rhondda Cynon Taf**

## **Date Inspection Completed**

03/07/2023

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## About Ystrad Fechan

Type of care provided	Care Home Service Children's home
Registered Provider	Rhondda Cynon Taff County Borough Council Adults and Children's Services
Registered places	
Language of the service	English
Previous Care Inspectorate Wales inspection	3 July 2023
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

### Summary

Children's well-being is not promoted by a service that is effective in meeting their care and support needs. Children have some choice on how they wish to spend their time and have opportunities to take part in activities, however, these are not structured, planned or outcome focussed. They have access to health care services and receive support to plan for their education. Children's personal plans do not contain all relevant information and are not reviewed or updated to reflect changes to children's care and support needs.

The service provider has submitted a revised statement of purpose for the service to operate as a children's home. However, the service provided is not operating as set out in the statement of purpose. The service provider has not appointed a responsible individual (RI) and Care Inspectorate Wales (CIW) has not received an application to register an RI. Some oversight is provided by an RI responsible for other services operated by the service provider. However, there is no RI responsible to provide assurances the service is safe, well run and complies with the regulations. The care staff team comprises of a manager and a team of agency care workers who do not have the skills, experience or training to support and care for children with complex care needs.

The home does not provide children with a safe, secure and homely environment to promote their well-being. There are limited facilities and equipment, and we found poor standards of cleanliness, tidiness and decoration. Due to health and safety concerns, we have reported these to Environmental Health Service, South Wales Fire and Rescue and the Health and Safety Executive.

## Well-being

Children are able to express their views and opinions in relation to their daily care. They have choice on the activities they wish to pursue and spend their time. Children have regular visits from their social workers and other professionals to support and help them work towards their personal goals. They have access to an advocate should they wish to receive a service. Children understand they can complain about the service and are confident to raise their concerns. However, there is no information provided to children on how they can formalise a complaint, or how this will be responded to by the service provider. There is no guide to the service to ensure children have clear information about their rights and entitlements and how the service is provided.

Arrangements are in place to support children's physical and emotional well-being. They are registered with health care services and are encouraged to attend medical appointments. Children have access to specialist health provision, including child and adolescent mental health services (CAMHS), clinical health professionals and specialist support services. They engage well with professionals who make regular visits to the children and are involved in planning for their care to support their progress.

Children do not receive support to maintain a varied and healthy diet. Meals are not arranged in advance and children choose what they eat on a day to day basis. No guidance has been sought in relation to the use of food supplements to ensure these products are safe for children who wish to use them. Children have access to some activities of interest to them and these reflect their personal choice. Visits are arranged for children to see people who are important in their lives.

Children receive encouragement and plans are in place for them to re-engage in education. Arrangements are supported by specialist workers from partner agencies who are successful in engaging with children to make progress.

The home does not provide a homely, nurturing environment for children to live, relax and spend time. It is not adequately maintained and does not provide a safe environment for children to achieve their well-being outcomes.

## Care and Support

The statement of purpose sets out to provide care and support to children on a short-term and emergency basis. Information about children is gathered and informs the arrangements for them to move into the home but is not consistently obtained to ensure children's needs are compatible. Preparation and procedures for children to move into the home, without prior notice and out of office hours, does not consider the impact this has on children already living in the home. An assessment is completed following a child arrival at the home and how the service is able to meet their needs. This is not kept under review to reflect changes to the child's plan and is not used to inform their personal plan. A record of children who have lived in the home and the length of their stay has not been maintained.

Personal plans do not provide agency care staff with accurate information on children's individual care needs as these are not consistently completed, kept under review and updated. The manager consults children about their care and their views and wishes are reflected in a version of a personal plan. However, personal plans are not sufficiently detailed and do not provide information and guidance to agency care staff to help them understand, respond and effectively support children. Children who are planning to live independently, do not have a clear plan and structure to help them prepare and develop the skills necessary to make this a positive transition in their lives. Risk assessments are completed but these are not consistently kept under review. Risk assessments produced by a clinical psychologist are robust and provide detailed guidance to support children's care, but it is not clear if agency care staff have read or have access to this information. Information to support positive behaviour management is not detailed and does not provide clear guidance to agency care staff on how to respond to children to support their well-being and development.

Daily logs maintained at the home are not clear and do not provide a detailed record of how children are cared for on a daily basis. Agency care staff are provided with instructions to support them in their role, but actions are not consistently taken, or tasks completed to support children's daily routines. Reports on incidents in the home are not always completed. Overall, the standard of care and support is impacting on children's care and placing them at risk. We have therefore issued a priority action notice. The service provider must take immediate action to address these issues.

Children are not consistently kept safe. The service provider has not ensured agency care staff have the necessary skills, experience and training to meet children's needs. The home does not provide a safe environment. Records are not maintained which evidence robust oversight of the service.

## Environment

The home is a large, spacious property situated in its own grounds. It has not been refurbished since it changed its function from an adult care home to a children's home, but some remedial work has been completed in two of the four wings. The two remaining wings are not in use with areas which are either empty or contain an abundance of furniture, household and personal items which were used by former residents. There is a central reception area and entrance hallway adjacent to a large dining room with an adjoining catering style kitchen. The two wings used by children have a lounge area with an attached conservatory/sun room. Leading from each lounge, are corridors which contain eight bedrooms. Children have a bedroom they are able to personalise and have as they wish, although some children need support to develop skills to maintain their personal space. There are a number of additional bedrooms in each wing which are not in use. Bathrooms contain specialist baths with attached chairs to support people with limited mobility. The outside area of the home has not been maintained and some areas are overgrown and not suitable or safe for children to access. There is a seating area outside of each lounge/conservatory area which has been created as an area for children to use.

Overall, the home needs to be reconfigured to make it fit for purpose and for it to be suitable as a home for children. Efforts have been made to make the environment as homely as possible but significant and substantial modification, redesign and renovation of the property is required to make it an environment to support children's well-being.

We were not assured children are kept safe. The home was not secure on the day of the inspection, as there were no safeguards in place to prevent the public from entering the building. The manager has advised us the automatic opening doors have been deactivated. There were limited records available to indicate regular and routine health and safety checks undertaken in the home. This is placing children's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address these issues. We have reported our concerns to the Environmental Health Service, South Wales Fire and Rescue and the Health and Safety Executive.

## Leadership and Management

The service provider has not ensured the service operates with sufficient care, competence and skill and in accordance with its statement of purpose. A responsible individual has not been appointed, and no visits have been undertaken to the home in accordance with the regulation or to review the quality of care provided. Quality assurance systems are not in place to oversee the operation of the home and to ensure the care provided to children supports them achieve their well-being. The lack of oversight of the service has not supported good care practices and diligence in providing a service to vulnerable children. CIW has not been notified of all significant incidents in the home. The home has policies and procedures to support the service, but these are not consistently applied or followed. A team of permanent care staff is not in place to embed policies, procedures and care practices. This is placing children at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address these issues.

A manager has been appointed who has oversight of the day to day running of the service. The home does not have a core team of care staff to develop and embed good care practices to support children achieve positive well-being outcomes. Agency care staff are employed whilst the recruitment and appointment of dedicated care staff is completed. Information about agency care staff is maintained and references provided. However, these did not provide information to evidence agency care staff have the experience, skills and training to support their care of children. Agency care staff who have been working in the home have not been offered supervision and no team meetings have taken place. They have not attended training, which is sufficiently robust or aligned to the needs of children using the service. This is placing children at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address these issues.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
6	The service provider has not appointed a responsible individual to ensure oversight and governance of the service to promote children's well-being and support them achieve the best possible outcomes.	New
7	The service is not provided as set out in the home's statement of purpose and does not support children to meet their well-being outcomes.	New
21	The service provider has not ensured children receive care and support to promote their personal well-being outcomes. Agency care staff do not have the skills, experience or training to ensure children are safe and do not follow children's risk assessments.	New
34	The home is staffed by agency care workers supplied by an employment agency. Agency care staff do not have the qualifications, skills or training to meet the care and support needs of children using the service. Agency care staff do not follow children's plans and	New

	risk assessments.	
43	The information about the service in the statement of purpose is not accurate. It is a purpose built care home for adults. Refurbishment of the home has not taken place and it does not have facilities to support children achieve their well-being.	New
57	Action has not been taken by the service provider to reduce risks to children and keep them safe. Environmental risk assessments have not been actioned and areas of the home do not meet health and safety standards.	New

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A
35	Disclosure and Barring (DBS) checks must be applied for within 3 years of the last certificate.	Achieved
36	36 (2) (c) Care staff have not received consistently frequent individual supervision. 36 (2) (d) Care staff have not completed refreshers in core training.	Achieved

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