



Inspection Report on

Resilient Foster Care

**Ty Menter
Navigation Park
Mountain Ash
CF45 4SN**

Date Inspection Completed

10/08/2023

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About Resilient Foster Care

Type of care provided	Fostering Service
Registered Provider	Resilient Foster Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since approval under RISCA
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Resilient Foster Care Ltd is registered to provide a fostering service and the manager and responsible individual are registered with Social Care Wales.

Children are suitably placed with foster carers who understand their needs and are committed to safeguarding them and promoting their rights.

Children's needs are known and understood, and they have access to education and health services in line with their care and support and placement plans. They are supported to maintain significant relationships and to have fun and take part in social and leisure activities.

Foster carers are well supported, trained, and motivated and provide sustainable placements for children.

The management and leadership of the service is good, and systems are in place for the ongoing monitoring and improvement of the service.

Well-being

Children are placed with foster carers who understand and can meet their needs. They are provided individualised information about their foster carers and visit them, when this is possible, before moving in.

Children are safeguarded and foster carers have access to specialist guidance to ensure they provide them the right care to promote their well-being effectively. Records show all foster carers have received safeguarding training and they assured us they would always speak out about any concerns about the safety of children. They told us they value having access to a qualified therapist to ensure they understand any presenting needs of children and ensure they provide them the right care when they need it.

Children's views and voice are listened to. Regular supervisory visits are made to foster carers and children are always asked about their well-being and the care and support they are receiving. All foster carers we consulted with demonstrated a comprehensive understanding of children's individual needs and of their views and feelings about their circumstances.

Children take part in a range of social and leisure activities which are intended to keep them fit, to have fun and to make friends with other children. In addition to more formal systems for hearing the views and voice of children, the managers attend these activities, which enables them to know the children well and understand how they experience the care they receive.

Children are supported to maintain family relationships, where appropriate. Foster carers conveyed a clear understanding of the importance for children of understanding their family dynamics and relationships and feedback from a family member about the care their children receive was very positive.

Children attend school or training placements, and foster carers told us how they advocate for them to ensure their needs are understood and they get the right support to meet their needs. Records show the managers attend education meetings and take measures to ensure children receive any necessary support to reach their potential.

Savings accounts are set up for when children leave their placements and photograph albums are compiled along with certificates of their achievements.

Care and Support

Documentation provides evidence that care is taken to ensure children are only provided a placement when it has been determined their needs can be met and suitable foster carers are available.

All children placed have access to general and or specialist services to promote and maintain their health and well-being.

Assessments of their needs and any associated risks or vulnerability are in place. This includes referral documentation and care and support / placement plans provided by children's local authorities.

Children do not always attend their Children Looked After reviews, but we confirmed they are always invited and always consulted with to ensure any issues they want discussed are addressed. Foster carers and managers told us some children choose not to attend meetings where their personal information is discussed but are confident their foster carers and the service's managers who do attend, will represent their views and their best interest.

Monthly reports are compiled of children's well-being and progress and provided to their social workers. They are seen to monitor the ongoing suitability of children's placements and any known vulnerabilities. These reports were described as detailed and invaluable by children's social workers and are seen to demonstrate good practice. The information in these reports is used to inform the ongoing review of children's placements, the annual review of their foster carers and the fostering service's quality assurance processes.

Some foster carers are Welsh speaking so can provide a service in Welsh where required. Placement sustainability is good, and some foster carers told us about the continuing support they provide for children after they have left their foster placements.

Environment

We do not consider the environment of individual fostering households but confirmed that the environment and any necessary safety checks are carried out by the fostering service within foster carer assessments, supervisory visits, and foster carer reviews.

We confirmed the premises the service is provided from has suitable space and facilities for delivering the service. All records are stored electronically, and password protected.

Leadership and Management

The leadership and management of the service is good. The manager and responsible individual have considerable relevant experience and are suitably qualified and registered with Social Care Wales. Feedback from foster carers and children's social workers is very positive about the management and leadership of the service. Foster carers told us the managers are always available to provide advice and or support and they have confidence and trust in their ability and integrity.

Foster carers told us the managers always involve them in considering the suitability of any referrals made to the service for placements and always take time to get to know them and the children they care for. The told us how much they appreciate being part of a service which operates like a community, where foster carers and children know each other and spend time together, socially, and when taking part in various leisure and outdoor activities.

Children's social workers told us how much they appreciate the monthly reports provided by the managers, which demonstrate their knowledge about the children and their commitment to improving their lives.

The statement of purpose accurately describes the service and is available in Welsh on request. The manager and responsible individual are learning Welsh and some foster carers are Welsh speakers.

The guide to the service is provided to children prior to their introduction to foster carers and is individualised to include their names and a profile, including photographs, of their prospective foster carers. It does not include all the information required by regulations.

Records show supervisory visits to foster carers take place regularly. Foster carers told us they welcome these visits, and their supervising social worker always speaks with the children they care for and often takes them for walks or for something to eat.

Foster carers told us and records confirmed, they have access to suitable training and guidance, including specialist guidance from a suitably qualified therapist. Records show that foster carer reviews take place as required and include consideration of the ongoing suitability of children's placements.

The arrangements for oversight of the service are good and the manager and responsible individual have frequent contact with foster carers, the children they care for and their social workers. Quality of care reviews are undertaken which include evidence of consultation with relevant stakeholders and identify any necessary improvements.

Some areas of improvement are identified but there is no evidence these impact the care of children or the support of foster carers.

Records of visits made by the responsible individual do not confirm all necessary areas are addressed to fulfil their purpose.

There is no designated record to make clear any staff employed by the service provider and provide evidence of their suitability. Records are not available to confirm safe recruitment

practices in relation to the panel chair and members, an independent social worker, and a therapist. These staff have not been provided training relevant to their roles or appraisal of their performance.

The complaints policy does not make clear how any complaints would be made or dealt with, if against the manager or responsible individual.

There is no dedicated log or register to show how any potential conflicts of interest will be mitigated. This includes conflict of interest in roles fulfilled by the manager who carries out foster carer assessments and is also the agency decision maker and the responsible individual who is also the supervising social worker for foster carers.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
N/A	No non-compliance of this type was identified at this inspection	N/A

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
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12	The guide to the service does not include the necessary information.	New
41	No log or register has been created or arrangements made to make clear conflicts of interest and how these will be mitigated.	New
56	Whilst the RI visits foster carers regularly, the records of their visits are of supervisory visits to foster carers and do not make clear they are RI visits and address the necessary areas. inc. inspecting the premises of the service provider and a sample of records of events and any complaints records.	New
39	A record has not been made to make clear all staff working for the fostering service provider	New
42	The complaints procedures do not make clear how complaints would be made and investigated if made against the service provider which in this case is the RI and Manager	New
30	Staff recruitment records are not available for the panel chair and members or an independent social worker who carries out annual reviews of foster carers or the therapist employed by the service.	New
31	There is no evidence to confirm that all persons working for the service provider have received induction, training and appraisal in regard to their roles. The manager confirmed they had not provided training or appraisal of the panel chair and members or the independent social worker or therapist. He said he assumed they had undertaken training in other roles they fulfilled but confirmed he had not checked what training they might or might not have attended. The panel chair confirmed he had not been subject to appraisal and he had not carried out appraisal of panel members.	New

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