



## Report of the Cabinet Member for Care Services

### Child and Family Services Scrutiny Performance Panel – 24<sup>th</sup> June 2024

#### Children’s Residential Care - Inspection feedback

<b>Purpose</b>	<ul style="list-style-type: none"> <li>To provide an update on the recent Care Inspectorate Wales (CIW) inspection Reports for Child and Family Residential Services</li> </ul>
<b>Content</b>	<p>This report will provide a summary from CIW inspection reports of Ty Nant (December 2023) and Heol Tir Du (January 2024) children’s homes.</p> <p>It will include CIW’s assessment, in line with Residential Inspection Social Care Act (RISCA), and their recommendations for improvement.</p>
<b>Councillors are being asked to</b>	<ul style="list-style-type: none"> <li>Consider the report as part of their routine review of performance and improvement in Child and Family Services.</li> <li>Give their views.</li> </ul>
<b>Lead Councillor(s)</b>	Cllr Louise Gibbard, Cabinet Member for Care Services
<b>Lead Officer(s)</b>	Dave Howes – Director of Social Services Julie Davies – Head of Child and Family
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<b>Legal Officer</b>	n/a
<b>Finance Officer</b>	n/a
<b>Access to Services Officer</b>	n/a

## 1. Background

- 1.1 Care Inspectorate Wales (CIW) is the independent regulator of social care and childcare. They register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales who are receiving social care services.
- 1.2 In January 2016, the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) was passed. This Act changed the regulation and inspection of social care in Wales. The 2016 Act replaces the powers under the 2003 Act and the 2000 Act and inserts provisions in the Social Services and Well-being (Wales) Act 2014 (the 2014 Act), which deal with the regulation of the exercise of local authority functions relating to looked after and accommodated children.
- 1.3 The Act requires children's homes to be inspected every 12 months and where Priority Action Notices (PANs) are issued, a focussed inspection specific to the priorities is undertaken within 6 months.
- 1.4 They aim to:
  - provide independent assurance about the quality and availability of social care in Wales;
  - safeguard adults and children, making sure that their rights are protected;
  - improve care by encouraging and promoting improvements in the safety and quality of social care services; and
  - inform policy, standards and provide independent professional advice to the people developing policy, the public and social care sector.
- 1.5 Swansea Child and Family Services currently have two homes registered with CIW, Ty Nant and Heol Tir Du. Ty Nant underwent inspection during December 2023 and Heol Tir Du in January 2024.
- 1.6 CIW respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing PANs. The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date, they may escalate the matter to an Improvement and Enforcement Panel.
- 1.7 Where they find non-compliance with regulations but no immediate or significant risk for people using the service is identified they highlight these as Areas for Improvement (AFI). They expect the provider to take action to rectify this which is followed up at the next inspection. Where the provider has failed to make the necessary improvements, they will escalate the matter by issuing a Priority Action Notice.
- 1.8 To understand people's experiences of care, the focus of their inspections is on the quality and safety of services and the outcomes

for the people using services. Therefore they consider the following themes during inspections:-

- Wellbeing
- Care and Support
- Environment
- Leadership and Management

## **2. Summary of CIW inspection Reports**

### **2.1 Ty Nant (CIW's Summary of report)**

The service provider is early in the process of changing their model of care to embed care and support approaches which are child led and trauma informed. The Statement of Purpose (SoP) and other relevant service policies need to reflect the change in approach.

Some children's well-being outcomes are not maximised and their care and support needs improvement.

The responsible individual (RI) has effective oversight of the service through quality assurance processes. However, further improvements are required in reviewing children's needs and the provision of the service. Additional areas for improvement have been identified in respect of care staff consistency and delivery of consistent care and support approaches.

The home is clean, organised and generally well decorated, with sufficient resources to meet the needs of children in the home. Children's bedrooms are well decorated with suitable furnishings and décor, and opportunities for personalisation. Safety checks and audits are completed regularly and there are effective systems in place to ensure the home is a safe place.

Care staff know their safeguarding duties, and safeguarding practices are in line with their policy and national guidance.

### **2.2 Heol Tir Du (CIW's Summary of report)**

Summary Heol Tir Du provides care and support to children between the ages of 10 and 18 years old. Children are making positive progress towards achieving personal outcomes.

They are encouraged to have a say about the care they receive, and they are listened to. They are comfortable and happy in their home. Recruitment of permanent care staff has been challenging and further improvements are required in care staff consistency.

The service provider aims to create and maintain a homely atmosphere. The home is welcoming, clean, well maintained with high

quality décor and furniture, which meets children's needs. Health and safety checks of the premises are completed.

Care staff feel supported, they have access to a range of good quality training, receive supervision and speak positively about the overall service. The responsible individual (RI) has strong oversight of the service through their quality assurance processes.

### **3. Conclusions/Key Points Summary**

#### **3.1 Ty Nant**

There were four Areas for Improvement (AFI) given and no Priority Notices issued.

##### **AFIs**

- Children have received care and support from a high number of care staff, and this does not promote consistency in their care and support.
- The service's approach to standards of care and support does not consistently support children to progress and achieve personal outcomes.
- The service provider has not updated the statement of purpose (SOP) to reflect changes to the service. The statement of purpose and behaviour policy do not reflect the current model of care and support being provided to children.
- Provider assessments have not been reviewed in accordance to regulation.

#### **3.2 Heol Tir du**

There was one Area for Improvement issued and no Priority Notices issued.

##### **AFI**

- Children have received care and support from a high number of care staff which does not promote consistency in their care and support.

3.3 Action plans, for both homes, continue to progress with regular oversight and monitoring by the Principal Officer for Residential Services, and there is a current recruitment drive to employ more residential care officers to improve consistency of care.

3.4 The responsible individual undertakes Regulation 73 visits, in line with the Regulation and Inspection for Social Care (Wales) Act 2016. The guidance states these should be quarterly, and the responsible individual must meet with staff and people supported by the service.

The statutory guidance specifically states that the responsible individual should visit in person to monitor the performance of the service in relation to its statement of purpose and to inform the quality of care review.

- 3.5 The last regulation visit for Ty Nant was on 1<sup>st</sup> May 2024 and for Heol Tir Du was on 1<sup>st</sup> March 2024. Both reports clearly identified actions taken and improvements made, along with the views and experiences of the children living in the home at the time.

**4. Legal implications**

- 4.1 None

**5. Finance Implications**

- 5.1 None

**6. Integrated Assessment Implications**

- 6.1 None

**Background papers: None**

**Appendices: None**