



Inspection Report on

Ty Nant

Swansea

Date Inspection Completed

05/05/2021

Final unpublished report

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About Ty Nant

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| Type of care provided | Care Home Service Childrens Home |
| Registered Provider | City and County of Swansea Adults and Children's Services |
| Registered places | 3 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 30/11/2018 |
| Does this service provide the Welsh Language active offer? | No |

Summary

Ty Nant provides care and support for young people between the ages of 10 and 18 years. The home provides short-term accommodation for young people, some of whom arrive on an unplanned basis, with a view to preparing them for a successful move on to home or a longer term placement.

Young people exercise choice and contribute to decision-making about their care. In general, young people are positive about their stay; they have good relationships with staff and feel well-cared for. On a day to day basis, care staff support young people and do their best to promote their emotional and physical well-being and keep them safe. However, the working practices of care staff are not guided by robust, co-produced personal plans and associated documentation. Young people's progress is not well recorded and it is difficult to see whether they are achieving positive outcomes.

Care staff are not trained in the therapeutic techniques described in the home's statement of purpose and require additional learning opportunities.

In general, the accommodation is suited to the needs of the young people living there and health and safety risks are assessed and managed. However, the environmental risk assessment should be reviewed and the frequency of fire drills should be increased.

Measures are in place to ensure regular management oversight of the home. However, action is required by the acting RI and service provider to address service shortfalls, and meet legal requirements.

Well-being

Young people have a voice and are able to express their views and opinions, on a day to day basis. They are able to discuss their wishes and feelings on a one to one basis in key working sessions and attend weekly house meetings, where they are able to talk about their experience of living in the home, as well as planning meals and activities for the forthcoming week. Matters raised by young people are discussed within the meeting and also receive a written response from the manager or deputy manager. However, the home's manager and care staff must ensure young people are able to actively contribute to the development and review of their personal plans.

Young people are supported by care staff to engage with education. During school closures young people have been provided with laptops and have undertaken online learning. Care staff have ensured young people set time aside to complete this work, and have maintained regular contact with school staff to discuss young people's progress. When we inspected the home, two young people were struggling to re-engage with face to face learning; ongoing work is needed to support young people to achieve positive educational outcomes.

Young people are supported to maintain good health, though further encouragement is required to ensure they undertake regular exercise and eat a balanced diet. Medical consents are obtained to ensure young people's health needs are met in a timely way. Most young people remain registered with their own GP surgeries, though temporary registration with a local surgery is arranged, if necessary. Medical attention is sought if needed and young people are supported to attend routine appointments with health professionals. Healthy menus are completed on a weekly basis, but meals actually eaten vary from the menu and young people do not regularly eat fruit and vegetables. Young people's engagement in physical activity is variable, and activity planning could be improved. Records of recent activities regularly included "going for a drive with staff" and visits to fast food outlets. We saw young people had complained of being bored, and were concerned to see "triggers" for incidents included "boredom". It was positive to hear, therefore, that bicycles had recently been purchased for young people's use.

Young people's emotional well-being is promoted, day to day. Young people generally have positive relationships with care staff and are able to share their worries and concerns. However, structured direct work to address young people's emotional and behavioural difficulties is not well-evidenced. Care staff provide a homely environment and recently introduced "memory boxes" for children to take with them when they leave the home.

In general, young people are appropriately safeguarded. Care staff attend safeguarding training and appropriately report safeguarding matters to the local safeguarding team. Greater vigilance is sometimes required to deter young people from going missing. Care staff have completed behaviour management training to ensure any physical interventions are safely carried out. There are environmental measures in place to reduce the likelihood

of COVID-19 transmissions, in order to keep young people and staff as safe as possible.

Final unpublished report

Care and Support

Although some young people arrive on an emergency basis, every effort is made to ensure as much information as possible is obtained at the point of arrival, with additional information promptly provided following admission. Impact assessments generally identify potential issues regarding the mix of young people and strategies are identified to manage associated risks. However, the home's pre-admission and admission processes and documentation do not clearly evidence the service provider has taken steps to determine the suitability of the service for each young person.

Young people's personal plans are incomplete. Despite local authority care and support plans detailing young people's complex needs, this information is not routinely integrated into their personal plans. Personal plans do not clearly record young people's care and support needs; they lack clear aims and personal goals; they do not demonstrate young people have contributed to their development and they do not provide guidance to care staff on how to work with young people on a day to day basis. Reviews of plans do not provide any detail of progress made. Although additional information about young people is recorded within risk assessments, safety plans and behaviour modification plans, these documents do not connect together, and again lack detailed guidance to care staff on how to address risky and challenging behaviours or how to support young people to achieve positive outcomes during their stay at Ty Nant.

Young people develop positive relationships with care staff, which enhances their emotional well-being. Action is underway to increase the numbers of full time staff; this will reduce reliance on "flexi" staff, who are less well-known to the young people. Young people told us that they got on well with most care staff and felt supported by them. We saw some good examples of direct work, which enabled young people to talk about their feelings, any worries and hopes for the future. Care staff are able to use this information to support the young people and help them consider more positive ways to communicate and behave. However, the quality of direct work is variable and care staff would benefit from additional training. Some young people require additional encouragement to regularly engage with this direct work.

In general, young people are appropriately safeguarded. Although the home's safeguarding policies have not been updated, care staff have attended safeguarding training and safeguarding matters are reported to the local safeguarding team in accordance with the Wales Safeguarding Procedures. However, detailed guidance should be provided to care staff regarding the level of supervision required to minimise the risk of young people going missing and care staff must adhere to this guidance. Care staff attend accredited behaviour management training and there is a low incidence of physical interventions. Refresher training has been subject to delay, during the COVID-19 pandemic, but is currently being sourced.

Young people's health and safety is promoted through the measures in place to reduce the risk of young people and staff contracting Covid-19. Risks have been assessed and guidance, which accords with the latest update from Public Health Wales, is provided to

care staff. Care staff are reminded in team meetings to adhere to the guidance issued. Protocols are in place for the testing of care staff and visitors to the home to keep all individuals as safe as possible.

Final unpublished report

Environment

Ty Nant is located in a semi-rural area, on the outskirts of a small town in the City and County of Swansea. The accommodation is generally suited to the needs of the young people living there; it is comfortable, clean and generally well-maintained, though there had been some recent damage to the home which was awaiting repair when we visited. The large lounge / games room provides comfortable seating, with space for young people to watch television, or to play games (new equipment including a pool / table tennis table had been recently purchased). A smaller, second lounge and an area within the utility room provided extra space for young people to spend time together or to pursue separate activities, without getting in each other's way. The open plan kitchen / dining room was small however, and at full capacity would not have sufficient space for young people and staff to sociably sit down and eat together. Young people have their own bedrooms and share two communal bathrooms. However, space is limited and bedrooms are not furnished to enable young people to have any independent study or hobby space. Young people are able to personalise their bedrooms; one young person showed us examples of their artwork, which staff had framed and put on display. Personal bedding had not yet been bought for one young person who had fairly recently arrived, but plans were being made for them to purchase bedroom items.

The home benefits from large grounds, with grassed and wooded areas. Flower containers had been planted at the front of the house, providing a pleasant outlook. The rear garden would benefit from some outdoor seating and additional games equipment to encourage young people to spend time outside.

Overall, young people's health and safety is maintained, as systems have been established to monitor and address environmental hazards. New care staff complete health and safety training to ensure they understand their responsibilities in relation to these matters. Health and safety checks are routinely completed by care staff, though there have been some recent lapses in recording. Information relating to the home's previous premises should be archived. Environmental risk assessments have been completed, though these require review. We noted that one young person had bumped their head on the ceiling beam in their bedroom, which was below head height; this should be addressed. Arrangements are in place for the regular servicing and maintenance of fire equipment. Fire drills are undertaken on a quarterly basis. However, as placements are generally short term, there are frequent changes of young people. Therefore, fire drills should be undertaken following the arrival of any new young person or staff member to ensure everyone understands the evacuation procedures.

Leadership and Management

The day to day operation of the home does not accord with its statement of purpose. The document provided for inspectors was dated 2018; details relating to the Responsible Individual were no longer accurate; there was no reference to the Welsh language “active offer ”and information regarding the home’s service model and therapeutic techniques did not accord with working practices at the home. Arrangements outlined regarding staff training, support and development were not evidenced, at inspection.

Young people are provided with information about the home, to help them settle in. They receive a guide to the home as part of the admission process, which explains how they will be cared for, and also provides answers to some common questions and possible worries the young person may have.

Although measures are in place to monitor and review service quality, they are not sufficiently robust. Service shortfalls, including areas where the home does not meet legal requirements are not consistently identified and are not addressed in a timely way. The current pandemic has undoubtedly impacted on some areas of service delivery. Difficulties have been compounded by the absence of the manager since January 2021 and capacity issues in relation to the “acting up” arrangements. However, the shortfalls identified at inspection cannot solely be attributed to these circumstances.

The quality of policies and procedures provided for inspection was variable; in some instances referencing obsolete legislation and statutory guidance and not in accordance with the requirements of the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).

The manager, and in their absence the deputy manager, has completed monthly reports for the service provider. However, although the report aims to provide evidence of improving well-being outcomes for young people, the information focuses on processes, rather than outcomes. Given the significant shortfalls identified at inspection, it is concerning that the monthly reports provided for inspection state that systems in place for effective record keeping are “satisfactory”

Although a quality of care review had been completed by the acting RI in September 2020, the accompanying report does not evidence that feedback had been sought to inform the review. Nor does it evidence information has been analysed in order to assess the quality of care provided and to inform service improvement.

Final unpublished report

Areas for improvement and action at, or since, the previous inspection. Achieved**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None

Areas where priority action is required

The service provider is not compliant with Regulation 7(1) and 7(2) of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

Regulation 7(1)
Regulation 7(2)

The service provider is not compliant with regulation 8(1) and 8(2) of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

Regulation 8(1)
Regulation 8(2)

The service provider is not compliant with regulation 15 (1) (a)(b)(c)(d) of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

Regulation 15(1)(a)
Regulation 15(1)(b)
Regulation 15(1)(c)
Regulation 15(1)(d)

The service provider is not compliant with regulation 21(1) of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

Regulation 21(1)

The service provider is not compliant with Regulation 36(2)(b) and 36(2)(e) of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

Regulation 36(2)(b)
Regulation 36(2)(e)

We found poor outcomes for people, and / or risk to people's wellbeing. Therefore, we have issued a priority action notice and expect the provider to take immediate steps to address this and make improvements.

Areas where improvement is required

The service provider must ensure that the content of policies and procedures are appropriate, consistent with the home's statement of purpose and kept up to date.

Regulation 12(4)

The service provider must ensure that the premises used for the provision of the service are suitably furnished and equipped and free from hazards: bedrooms should provide space and furniture for individual study and hobbies the home should be free from

Regulation 44(4)(c)
Regulation 44(4)(g)

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| hazards to health as safety so far as is reasonably practicable. | |
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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