



Inspection Report on

Ty Rhos Bach

Brecon

Date Inspection Completed

24 October 2022

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About Ty Rhos Bach

Type of care provided	Care Home Service Children's Home
Registered Provider	Fair Ways Community Benefit Society.
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	07 September 2021
Does this service provide the Welsh Language active offer?	The service is working towards making an 'Active Offer' of the Welsh language.

Summary

Ty Rhos Bach is a crisis intervention residential service for young people with complex needs. They provide care for young people experiencing "crisis" for an approximate duration of 12 weeks with a view to preparing them to transition home or on to a longer term placement. Young people have their care and support needs met and are achieving positive personal outcomes.

The home is well run with established care and support planning systems in place, and routines and structures which support the safe and smooth operation of the home. The responsible individual (RI) has effective oversight of the service through quality assurance processes. Care staff are competent, feel valued and are well supported. Young people receive person centred care which meets their individual needs and promotes their well-being outcomes.

The home is safe and provides young people with an environment suitable for their needs.

Well-being

Ty Rhos Bach promotes the voice of young people and provides regular opportunities for them to express their views and have their voices heard. Young people are encouraged to access advocacy services and they are given a home guide upon arrival. The service provider needs to amend the home guide to ensure it has the most up to date information. There have been no complaints to the service and young people told us they know how to raise a complaint. Young people take part in daily house meetings where they discuss their well-being and share their ideas or any issues they may have. They also have opportunities for one-to-one discussions with care staff during key worker sessions and daily interactions. Young people are supported to attend or represent their own views at their children looked after reviews and meetings. Young people complete feedback when leaving the home, one young person said they have become “*a better person*” and “*there is more to life than what I thought*”. The service is working towards being able to provide the ‘Active Offer’ of the Welsh language.

Arrangements are in place to meet young people’s physical, mental, and emotional health needs. Family contact is promoted subject to risk assessments and young people’s best interests. Young people have focused incentive charts that are outcome driven and offer suitable rewards. Activity planners and daily records show young people are active and enjoy spending time with care staff and relationships between them are positive. Young people are provided with a variety of healthy, balanced meals suited to their dietary requirements and have snacks of their choice. They are enrolled on the Award Scheme Development and Accreditation Network (ASDAN) qualification and have opportunities to participate in activities such as hillwalking, climbing, paddleboarding, cycling etc. Young people are supported to gain work experience with businesses in the surrounding area. Young people participate in the service provider’s outdoor activities centre and are encouraged to access other clubs and activities in the surrounding areas. Care staff arrange activities, trips and days out to reflect young people’s interests and preferences. Their experiences are recorded in a ‘photo book’ which they can take with them when they move from the home.

The accommodation is clean and provides sufficient space to meet the needs of young people who live there. Health and safety audits are undertaken to ensure the environment is a safe place.

Care and Support

Young people living in the home are settled and care staff treat them with respect and promote their personal development. Young people are clear about the duration, aims and expectations of the placement.

The service has arrangements in place to consider the compatibility of young people, the environment, care staff suitability and risk assessments to ensure placements are suitable and safely matched. Provider assessments consider young people's care and support needs and personal outcomes are in line with local authority care plans. Admissions to the service are well planned and operate as set out in the service provider's statement of purpose. Young people are consulted as part of the admission process, have opportunities to see the home virtually and are provided with an accessible home guide.

Young people have outcome focused personal plans which provide care staff with clear guidance to meet their care and support needs. Personal plans are person-centred, consistent and joined up with their behavioural management plan and risk assessment. Progress towards achieving outcomes is measured. Young people are involved in creating and reviewing documents which gives them a sense of ownership.

Care staff are knowledgeable about the young people in their care and have a good understanding of their individual needs. Care staff deliver positive person-centred behaviour approaches in line with the service provider's behaviour support policy. Care staff told us they use Riise techniques which ensures they adopt proactive behaviour strategies with young people to diffuse, prevent and minimise risk. Care staff spend regular one to one time with young people to build trusting relationships and develop their independence skills. Young people learn to cook, do their own laundry, clean their rooms, and manage their own money.

Young people are safe, and a review of incident and physical intervention logs showed consistent and thorough management oversight. Restrictive physical practices and interventions are recorded and '*re-attunement*' reviews completed with care staff and young people. Care staff have received safeguarding training and understand their responsibility in safeguarding and protecting young vulnerable people. The service needs to improve their recording system for logging safeguarding matters to ensure outcomes are completed in a timely manner. The service provider informs us the safeguarding policy and behaviour support policy are being reviewed to ensure they are aligned to current legislation and guidance in Wales. The service ensures safe management of medications.

Environment

Ty Rhos Bach is situated in a rural area within the County of Powys. Young people live in a home which has facilities and equipment to meet their needs and support them to achieve positive personal outcomes. The home is clean, tidy and comfortable with sufficient space for young people to spend time with others or on their own. Young people have bedrooms they can personalise and have ensuite bathroom facilities.

The lounge has comfortable seating, provides space for young people to socialise, watch television or play console games. The conservatory area provides additional space for young people to pursue hobbies, read or play board games. The large kitchen / dining room provides plenty of space for young people and care staff to prepare meals and eat together. Information on display includes guidance on healthy eating and a statement about the home's values, alongside Welsh signage, incentive charts and activity planners for each young person. Kitchen and laundry facilities provides young people with opportunities to develop their independence skills. The large garden includes a grassed area for young people to play football/games or grow flowers and vegetables. There is also a paved area with seating which provides a pleasant environment for young people and care staff to spend time together.

A record is maintained of all visitors to the home. Procedures are in place to ensure confidential information is stored securely. Health and safety checks of the premises and vehicles are being carried out. There are regular health and safety checks as part of the daily routine of the home, including fridge and freezer temperatures and fire safety equipment. Records show routine maintenance of gas and electrical equipment, and there are regular fire evacuation drills.

Leadership and Management

Ty Rhos Bach is operating with sufficient care and competence in accordance with the statement of purpose (SoP). The overall governance arrangements support young people's well-being outcomes and compliance with the regulations. The registered manager operates two homes within close proximity and staffing structures are currently under review. Recruitment and retention have been challenging however, agency care staff have applied for permanent positions and vacancies have reduced. Team meetings are held monthly and all care staff contribute towards good quality discussion about how young people are progressing and what is working well. Care staff told us they are "*child centred*" and achieve "*positive outcomes*" for young people. Care staff are motivated, they feel "*valued*" and are supported to "*progress*" within the organisation.

Young people benefit from a service which has effective quality assurance processes, including the use of an independent visitor and ensures suitable care and support is provided. The Responsible Individual (RI) completes regular visits, engages with young people and care staff, completes file audits and produces reports in compliance with the regulations. A review of the quality-of-care demonstrates the service are outcome focused and have effective arrangements in place to identify areas for improvement, compliance with the regulations and the ongoing development of the service. The quality-of-care report details feedback and views of relevant people such as social workers and other professionals. Records are maintained, and CIW have received notifications of incidents as required by regulation.

Young people can be assured they are cared for by suitable care staff. The service provider has a centralised recruitment team who complete enhanced checks and vetting of new employees as required by the regulation. The manager has oversight and access to relevant recruitment documents prior to new appointments. An induction is completed by newly appointed care staff which includes mandatory training. Care staff are supported to complete the All-Wales Induction Framework and are encouraged to undertake accredited qualifications through the Qualifications Credit Framework.

Care staff have knowledge and understanding of policies and procedures which support them in their role in achieving best outcomes for young people. Arrangements are in place to ensure the manager and care staff receive valuable support, supervision, and relevant training. Young people are supported by care staff who are suitably supervised as set out in the SoP and they have opportunities to develop good practice. Records indicate good oversight of care staff's development, care practices and include discussions about young people. The training record shows care staff have undertaken a range of training as outlined in the SoP and have further opportunities to develop more specialist skills.

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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N/A	No non-compliance of this type was identified at this inspection	N/A
34	The service provider must ensure all staff are suitably trained having regard to the care and support needs of children.	Achieved
7	The service provider must provide a service in accordance with its statement of purpose	Achieved

Date Published 29/11/2022

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