



## Inspection Report on

**Cambian Pengwern College - The Chalet**

**The Roe  
St Asaph  
LL17 0LU**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

02/10/2020

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## About Cambian Pengwern College - The Chalet

Type of care provided	Care Home Service Adults and Children Without Nursing
Registered Provider	Cambian Whinfell School Ltd
Registered places	5
Language of the service	English and Welsh
Previous Care Inspectorate Wales inspection	05 February 2018 and 06 February 2018
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and demonstrates an effort to promoting the use of the Welsh language and culture

### Summary

Staff understand young people's care and support needs. Young people access a variety of community health and in-house services, activities and access education via the service providers' College. Pre-admission documents and provider assessments inform personal plans but the provider assessment needs to contain information that is more detailed. Overall, personal plans contain information regarding young people's emotional, physical and behavioural needs that are risk assessed. More vigilance is required to ensure the plans and risk assessments contain consistent information. The service notifies agencies of safeguarding incidents in a timely manner. Young people are encouraged to be independent, lead a healthy lifestyle and to express their views regarding personal preferences. The environment is spacious and young people's rooms are personalised. Timely health and safety checks are completed and the service has access to a maintenance team. Safe recruitment checks are completed and staff complete an induction, receive training and regular supervision. The service does not currently have a responsible individual but have a nominated person completing the role. The nominated person has oversight of the service and ensures quality monitoring audits and processes are completed. The service provider also has governance arrangements in place to support the operation of the service.

## Well-being

Young people are supported to have control over their day-to-day life choices and are listened to. They have access to the service's statement of purpose and a young person's guide that provides them with information about the type of service provided. Each young person told us staff treat them with respect and describe them as being "really nice" and "great". They are happy living in the home and whenever possible, young people are involved in their care planning, and state their views and opinions are listened to. They choose the type of activities they participate in, have regular keyworker sessions and can access an independent advocacy service.

Young people have access to various health and social care services. Care files contain information regarding young people's physical and emotional mental health well-being needs. When required, they access the service's therapeutic team for practical and behavioural support as well as community based health services. Staff support young people to attend appointments, participate in activities and encourage them to lead a healthy lifestyle. Care and support focusses upon achieving positive outcomes for young people and increasing their independence and self-esteem.

The service has relevant policies and procedures in place to ensure young people are safeguarded from harm. The service has child and adult protection procedures in place that include safeguarding, whistleblowing and complaints policies. Young people are encouraged to share their opinions and are able to raise concerns. They have access to an independent advocacy service and written records shows the provider responds to and notifies Care Inspectorate Wales (CIW) and relevant health and social care agencies of well-being and safeguarding issues in a timely manner. Enhanced staff recruitment checks are completed and staff complete safeguarding training.

Educational provision is promoted and young people have access to community based activities. Young people have access to the company's specialist further educational College last inspected by Estyn (Her Majesty's Inspectorate for Education and Training in Wales) in July 2019. Young people's learning needs are considered in line with their individual abilities. Staff liaise with the College on a daily basis to ensure young people's educational progress is monitored. Staff encourage and support young people to develop and enhance their independent daily living skills and participate in recreational activities that matter to them.

Young people live in suitable accommodation that is safe and supports them to achieve well-being. Their rooms are personalised with items that are important to them. Young people have access to facilities and various rooms that provides them with opportunities to socialise, have private time, participate in activities and encourages their independence. The service provider has its own dedicated maintenance team that completes identified repairs, refurbishment work and relevant health and safety checks in a timely manner.



## Care and Support

The service's pre-admission process assesses how it is able to meet young people's needs and support them to achieve personal outcomes. The pre-admission policy and procedures involves obtaining information about young people from health and social care services, family/representatives and where possible, the young person. This is done via a referral from commissioning authorities and direct visits with the young person. The two pre-admission documents viewed informs young people's personal, behavioural and educational plans and risk assessments. They also identify any specific health needs the young person has and their personal outcomes.

Personal plans contain up-to-date information regarding how young people's needs are met. The personal plans and provider assessments contain information for staff that enables them to provide care and support to young people. The plans are regularly reviewed and include young people's personal preferences and outcomes, and each young person has a weekly keyworker session. Three young people confirmed this and told us they are encouraged to contribute in their care planning. We advised the provider that more vigilance is required to ensure risk assessments and personal plans contain consistent information and for provider assessments need to be further developed.

The service has systems in place to ensure young people are listened to and their needs met. Care file information and discussions with young people confirms they access various internal and external health services as well as independent advocacy support. Young people state they are encouraged to lead a healthy lifestyle and are able to express their opinions about their care, support and can choose the type of activities they complete. Personal plans and daily journals shows staff support them to access various physical and recreational activities. Current Medication Administration Record charts shows administered medication is being correctly recorded. Staff have access to additional communication aids and equipment to ensure young people requiring assistance can communicate and express themselves meaningfully. The service is working towards providing an active Welsh language provision, however the service provider needs to improve the way in which it updates policies to include changes in Welsh legislation.

Relevant safeguarding procedures are in place. Staff state they have access to the service's safeguarding policy and understand the procedure to ensure young people are protected from potential harm and abuse. Staff state they receive relevant training, which the staff training record confirms. They also have access to the Wales Safeguarding Procedures but these are not incorporated within the service's safeguarding policy and needs rectifying. Three young people told us they feel "safe" at the home and they "trust" staff and can "talk to them" if they are feeling "unhappy". The service notifies CIW of safeguarding incidents and submits safeguarding referrals in a timely manner. Safeguarding referral outcomes and the actions taken is also recorded.

The service promotes hygienic practices and manages risk of infection. The service has an

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infection control policy and procedures and these are included within the business continuity plan. At the time of inspection, there has not been an outbreak of COVID-19 at the home. During the virtual observation of the home, staff were wearing personal protective equipment when supporting young people. Discussions with staff confirmed they are aware of the infection control policy and are kept informed of new COVID-19 related information by the management team.

## Environment

Young people live in a home that meets their needs, supports them to maximise their independence and achieve a sense of well-being. The home is a semi-detached property situated in a small city and provides accommodation for up to five young people. Young people have access to shops, recreational facilities and public transport links. A virtual inspection of the home guided by a member of staff enabled us to view each room. Each young person has a separate bedroom and two bedrooms have en-suite facilities. Young people's bedrooms are suitably decorated, furnished and contain personalised items of their choice. Each young person state they like living in the home and are "*happy*". The home has two communal rooms with plentiful seating arrangements and provides young people with opportunities to play games, socialise with each other, visitors or to spend time on their own. The kitchen and dining areas are spacious and the various utilities and appliances available enables young people to further develop their independent living skills. The rear garden is secure and tidy, and there is ample car parking spaces in the front outdoor area.

Health and safety checks of the premises are regularly completed. The home has a visitor book in accordance with fire safety arrangements and benefits from recent refurbishments and improvements. Young people and staff are pleased with changes to the various rooms within the home and documentation shows that wherever possible, their views regarding decoration and refurbishment is obtained. The various health and safety maintenance records we viewed shows that staff identify and report potential environmental risks and hazards to the company's estates maintenance team. Written records and discussions with staff and the estates manager confirms identified issues are completed in a timely manner. Records relating to fitting window restrictors, fire safety matters such as alarm testing and the testing of electrical equipment and appliances shows they are completed within their identified timescales.



## Leadership and Management

Governance arrangements are in place to support the operation of the service and provides a sound basis to provide quality care and support for young people. The service's manager has regular contact with the person nominated as the responsible individual and states they are "*supported*" and "*kept informed*" of service developments. The company's senior management team holds regular governance meetings and has clinical and operational objectives in place. The effectiveness of the objectives are measured through the completion of various audits undertaken at the service relating to young peoples and staff's well-being and personal development.

The service is provided in accordance with their statement of purpose. The statement of purpose accurately describes the current service arrangements it has in place regarding care and accommodation as well as the specialist further education it provides via its College. The statement of purpose also highlights that the service does not currently have a registered individual, although a person has been nominated and is awaiting their application to be processed.

Arrangements are in place for the effective oversight of the service through ongoing quality assurance processes. The management team, staff and young people confirm the person nominated as the responsible individual visits the home, considers their views and conducts checks of the home. Copies of the nominated person's monitoring and quality assurance reports confirms this and includes identified areas for improvement. CIW's recent discussions with the nominated person highlights they have clear oversight and an understanding of the service. An independent visitor conducts additional visits as part of the quality assurance monitoring visits. Three young people and staff state they understand how to raise a complaint and have no concerns about the service.

There are appropriate numbers of suitably fit and qualified staff available and they receive regular training and supervision. We looked at three staff files, the service's staffing levels, vetting, induction, staff supervision and training process. The staff rota records show staffing numbers are in line with young people's identified care and support needs and commissioning service's arrangements. Enhanced staff recruitment checks are completed, are up to date and newly employed staff complete the service's induction programme. Staff state they receive supervision and an annual appraisal in a timely manner and the service's supervision record confirms this. Staff speak positively about the level of support they receive, describing it as "*excellent*" and state the management team are "*approachable*". The staff training record shows staff have access to a variety of training opportunities and can access training specific to young people's needs.

## Areas for improvement and action at the previous inspection

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<b>Areas where immediate action is required</b>		
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<b>Areas where improvement is required</b>		
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None		
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