



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Amberleigh Care Limited

Golfa Hall
Welshpool
SY21 9AF

Type of Inspection – Focused

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Summary

About the service

Amberleigh Care Limited is registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide a children's home. The home provides long term specialist therapeutic care and education for up to 12 young males who have displayed inappropriate or harmful sexualised behaviours. At the time of the inspection 11 young males were resident. The home is a detached property in a rural setting. The Registered Manager, Karen Hopkins was on maternity leave and the deputy manager Anthony Parry was being registered by CSSIW at the time of inspection. The Responsible Individual had changed in the last year from Pat Pritz to Kevin Gallagher.

What type of inspection was carried out?

The inspection of Amberleigh was a scheduled focussed inspection carried out by two inspectors on the 23rd of February between the hours of 11:30 and 15:30 which looked at the quality of life for young people placed. The methodology used:

- Discussion with several of the young people as it was half-term
- Discussions with members of staff
- Discussion with the senior staff
- Observation of interactions between staff and young people
- Examination of four young people's files
- Examination of a random selection of records
- We did not use the Short Observational Framework for Inspection (SOFI) tool on this occasion because the young people engaged with the inspectors

What does the service do well?

The home provides a specialist environment to support the young people to address and manage their previous behaviour

What has improved since the last inspection?

The cottage in the grounds had been converted to provide additional office space and provide opportunities for staff to have supervision without interruption.

What needs to be done to improve the service?

There was no requirement to issue any non-compliance notices as a consequence of this inspection. The following points were noted:

- It is important to ensure that the medication records have the correct dosage recorded
- Daily recordings should reflect the daily activities undertaken by the young people
- It is important that the staff team sign all risk assessments to confirm that they have read and understood them

Quality Of Life

Overall, we (CSSIW) found that young people can feel confident in the care they receive because their views and wishes have influenced the running of the home and delivery of care. This is because they had regular community meetings, in addition to the weekly group therapy. Minutes of these meetings were taken by the young people. There was evidence on file that the young people were prepared for and supported to engage in their own LAC reviews. The therapist also provided a report and attended young people's LAC review meetings. Young people were visited in their previous placement following referral and arrangements made for them to visit Amberleigh, prior to any decision about placement. This often included an overnight stay to enable young people to make an informed decision about moving in and they were encouraged to be involved in the process. One young person had recently visited overnight and refused to move on, choosing to stay in the home. The young people were supported to have contact with their families which could be in the home, if there were adults only, or in the community if children were also visiting. The home involved advocates when required. The type of meetings held on a weekly basis were being reviewed by the therapist, at the time of inspection they best met the needs of the young people.

Young people's educational needs are met and their achievements good, taking into account, both their attainment and progress from their individual starting point at the time of placement. This is because there was a school on site which provided the young people with a varied and full curriculum and classes were small. To avoid long periods without school, the term times did not follow the normal pattern, offering more one week breaks and no long holiday in the Summer. The young people were encouraged to complete homework and the teaching staff showed their presence in the home, supervising young people during the daily breaks. The young people also had educational trips planned which were in small groups. The young people were also able to have additional individual lessons to learn a musical instrument. During the winter months the school had weekly gym sessions when the whole school attended and took over the provision for this time. The young people changed in the home and returned there for showers rather than use the gym facilities. Within the home the young people had a board with Welsh words and phrases to support them in the use of the language. Young people also had additional support to help with dyslexia or dyscalculia.

Young people are able to follow interests and develop skills. Young people were observed during the inspection to pursue their own interests which ranged from football, cards, board games, art, music and cooking. One young person was helping to decorate a school area as it was a half-term week and he proudly showed the inspectors his work. The young person also advised that the school had many more resources available to the young people to use both during and after school hours. This had been a positive response to the request of the school council. Examination of records confirmed that the young people did access the community and depending upon risk assessment this might be on their own, or with other young people. In readiness for independence some young people attended youth groups on their own which was achieved following an agreed contract of staff attending and then withdrawing. In these instances the young people were provided with a mobile phone to contact staff or be contacted themselves. Daily recordings were not always completed in relation to activities and it was recommended that these were completed fully to reflect the opportunities for the young people. The young people and staff planned activities in the weekly meeting, although some young people could not go on certain activities depending upon the mix of young people. All had some activities in the community during the school holiday. The home had three vehicles to support access to the community. They rarely went out as a whole group. In addition

to the main televisions, which were monitored to ensure appropriate viewing, the young people could have a television in their room, however, this was not connected to an aerial and they could only be used for watching films on a DVD.

Young people remain healthy because good health and hygiene is practised and promoted. All of the young people were registered locally with the doctor, dentist and optician. The young people took it in turns to help a member of the teaching staff to prepare the main meal for the day, which was served at lunchtime during the school term. Out of school the young people were observed to make their own snacks at lunchtime, along with support from the care staff. Menus were planned in advance and main meals were all served in the dining room with staff and young people eating together at allocated tables. Any young people in receipt of medication had this stored in a lockable cupboard in the office and MAR charts were maintained for the recording of administration. We advised the manager that it is important to ensure that records have the correct dosage, as the records for one young person showed two different amounts. The young people had support from the therapists within the home and on admission and discharge, they also had assessments from a consultant clinical and forensic psychologist. The young people also had regular contact with the local LAC nurse. The home also provided monthly support from an occupational therapist and speech therapist for the boys assessed as needing the service. One young person was also undergoing a daily exercise programme to meet orthopaedic need.

Young people are supported to deal with difficult feelings and are helped to develop coping strategies where necessary. The home provided specialist care for young people who have displayed inappropriate or harmful sexualised behaviours in a therapeutic environment. The young people had daily community meetings on a Monday to Friday which were held after school. Additionally, the young people received individual therapy to address their behaviours. The therapist provided a handover sheet for the shift leaders to keep them updated on any issues and the care staff also recorded any significant behaviour. The home operated a sanctions policy in the event of any negative behaviour and the recording sheets included a section for the young people to comment. Young people were also able to earn rewards for positive behaviour. Staff had been trained in physical intervention although this was used as a last resort as evidenced by the records which showed 37 in the last year, the majority of which had been in a short period prior to the inspection following the admission of two young people.

Young people are able to develop some independence in preparation for leaving the home. They cleaned their own rooms and managed their own laundry on a rota. The young people signed a contract for the independence and life skills programme along with the care staff, manager and therapist. The young people were supported to plan their menus and food shopping, and they maintained a budget book which kept a running total of their money and they kept receipts. They also had advice and guidance on running a home, applying for employment, transport and health advice on staying safe. A young person only entered the programme if they were considered to be able to participate. Young people on independence programmes had pathway and transition plans on file. Despite this planning feedback from some young people found the prospect of moving from the home, after several years quite difficult. Examination of some files confirmed that the young people had their own bank accounts.

Quality Of Staffing

This inspection focused on the experience of young people using the service and their quality of life at the setting. CSSIW did not consider it necessary to look in depth at the quality of staff on this occasion because:

- The service has a good history of compliance
- There are good probation / induction systems in place
- Regular supervision was undertaken with the staff

It was noted however:

- Not all of the staff had signed the risk assessments when updated and it is important that this is undertaken to prove they have read any amendments

This theme will be looked at during future inspections

Quality Of Leadership and Management

This inspection focused on the experience of young people using the service and their quality of life at the setting. CSSIW did not consider it necessary to look in depth at the quality of leadership and management on this occasion because:

- There was a manager in post who completed the process to become registered with CSSIW following the inspection
- The organisation had good internal quality assurance mechanisms in place which included feedback from young people

This theme will be looked at during future inspections

Quality Of The Environment

This inspection focused on the experience of young people using the service and their quality of life at the setting. CSSIW did not consider it necessary to look in depth at the quality of the environment on this occasion because:

- Overall, the home was clean and well furnished
- The furniture and fittings created a homely environment.
- The cottage in the grounds had been converted to provide additional office space and provide opportunities for staff to have supervision without interruption.

This theme will be looked at during future inspections.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.