



Inspection Report on

Gerddi Glasfryn

**Gwynfryn Site
Nantglyn Road
Denbigh
LL16 4ST**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

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Description of the service

Gerddi Glasfryn is the residential facility for pupils attending Ysgol Plas Brondyffryn, which is a special school for pupils with Autistic Spectrum conditions or related communication difficulties. The service provides term time overnight accommodation for up to 4 nights per week between Mondays and Fridays. The service can provide accommodation for up to 24 children and young people (hereafter referred to as young people) at any one time for pupils between the ages of 7 and 19 years. The service is located just outside the town of Denbigh in North Wales.

The provider of the service is Denbighshire County Council and the appointed manager is Janet Jones. At the time of the inspection, Gerddi Glasfryn was providing a service for 10 young people.

Summary of our findings

1. Overall assessment

We found the young people using the service receive very good quality care and support and they enjoy and benefit from staying at Gerddi Glasfryn. The service promotes young people's health and well-being. Young people have very positive relationships with staff who showed interest in and affection for the young people. They are kept safe and are cared for by staff they know well and who are familiar with their individual needs. Staff are motivated and want to make a positive difference to young people's lives. The manager is supportive of staff and staff development. The roles of the manager, team leaders and staff are clear and there are well established lines of communication and accountability. There are arrangements in place for effective oversight of the service, through ongoing quality assurance processes that review standards of care. The physical environment is welcoming, comfortable, clean and homely.

2. Improvements

The procedures for night staff have been reviewed and developed and new communication devices have been purchased. This has ensured better communication between staff.

Staff have attended infection control training and a designated member of staff has taken the lead in ensuring protocols are followed.

Inclusion intervention referral forms have been introduced to formally request intervention from the inclusion support officer regarding specific behaviours, and behaviour logs have been introduced to enable analysis of behaviours over a period of time.

3. Requirements and recommendations

We have assessed that Gerddi Glasfryn is providing a very high standard of care for the young people who use the service.

Section 5 of this report sets out our recommendations to improve the service. These include the following:

To enhance the young people's independence by providing them with opportunities to shop for ingredients for meals.

To include information about Welsh language provision at the service in the statement of purpose.

1. Well-being

Summary

Young people have opportunities to engage in activities of their choosing when staying at Gerddi Glasfryn. Their views regarding their experiences of using the service are sought by staff and management. Young people have encouragement and support in maximising their independence.

Our findings

We found that young people's social and leisure needs are met. We saw from records that the young people had been able to attend trips to the zoo, Sea Life aquarium and a train ride around Bala Lake. Weekly activities included attending trampoline sessions, swimming and for the older children, attendance at Buzz Club. We spoke with four young people and they told us they enjoyed the activities. The staff and manager told us the young people had attended horse riding and skiing until recently, but there had been difficulties finding time slots that fitted in with the young people's schedules. As a result, attempts had been made to source alternative activities and records showed that a member of staff had contacted other possible activity provisions, including a climbing wall and a pottery workshop. In addition to the time tabled activities, young people had gone to the cinema, to parks, cafes and shops. Social workers and parents confirmed that the young people have opportunities to participate in a range of stimulating activities. Young people are supported to be active; they can do things that matter to them and can try new things.

Young people know who they can talk to if they are unhappy or worried about something. There was information in the Young People's Guides and Statement of Purpose for the service about how to make a complaint. An independent advocate had visited the service giving young people a chance to speak with an independent person if they wished. The advocate had completed a report of each visit. A social worker told us that the service is "very person led" and we saw staff consult with the young people about their preferences during the inspection. The young people made choices about their meals and snacks and the activities they would like to participate in. Additionally, young people had been represented at the Gerddi Community Council meetings, which had been held termly. A representative from each flat had been chosen by their peers, although all young people could attend if they wished. We saw from the minutes of the meetings that the young people had been asked for their preferences regarding trips and activities and had made requests regarding additional resources. The following meeting had given updates on where the staff were up to on sourcing new activities. The outcome for young people is that they have a voice, they are able to express their views and opinions, and they are consulted and their opinions are listened to and action is taken.

Young people are safe when being cared for at Gerddi Glasfryn. Social workers that we spoke with confirmed the service keeps the young people safe, because risk assessments

had been carried out; staff had utilised the correct approach to supporting young people and staffing ratios were appropriate. We saw staff had attended child protection; safeguarding children and vulnerable adults; health and safety training courses. The outcome for the young people who use the service is that they are safe and protected from harm.

Young people are encouraged to do things for themselves and develop their individual skills, including life skills. We saw from their personal plans and target files that young people had clear objectives for learning and development. We saw staff prompt the young people in a sensitive and caring way to do things for themselves. Parents we spoke with confirmed that their children had made great progress because of the efforts of staff and the consistency of approach used. Social workers said that young people's social skills had improved and their independence promoted because of the support they receive from staff. The young people regularly go shopping to buy things with their pocket money, but staff said that food is now ordered on line and this has meant that the young people are no longer able to shop for their meals. This was raised with the manager who said she would discuss this with the finance support officer to see whether this could be partially re-established so that young people have the opportunity to devise a menu, make a shopping list and buy the ingredients for their chosen meals. Young people have encouragement and support in maximising their independence.

2. Quality Of Care and Support

Summary

Young people staying at Gerddi Glasfryn receive timely, appropriate person centred care and are treated with respect. Young people's care is well planned and each person's needs are thoroughly assessed, and a plan is devised to meet their requirements in an individualised way. They have a sense of belonging expressed through warm and positive relationships with staff. Promoting the young people's health and well-being is at the centre of how they are cared for. Young people are able to communicate with staff caring for them in Welsh.

Our findings

Young people can be reassured that the service works collaboratively with parents and other professionals in the planning and delivery of young people's care. A social worker told us the staff had been very proactive in contacting agencies when required. From our discussions and analysis of written documentation, we found that the manager and staff had a good understanding of young people's individual development and support needs. We reviewed a sample of young people's records including personal plans and behaviour support plans. These documents set out the actions required to meet the young people's well-being and care and support needs on a day to day basis. Information provided by parents included details of their care needs, their personal preferences and their routines. Each young person had a 'target file' in place that set out how the young people were to be supported to achieve their personal outcomes and promote independence. The files provided evidence of how much progress the young people had made while staying at Gerddi, as staff had provided written information and included photographs of the young people participating in activities and carrying out tasks within their flats. Young people are supported with their personal development.

Young people's needs and requirements are assessed and monitored. We spoke with staff during the inspection and it was evident that they knew the young people, their needs, likes and dislikes very well and how best to support and care for them. Regular reviews of young people's care and support plans had taken place, which involved the young persons' keyworkers or the team leaders, parents and social workers. Parents were kept informed as to how their children had spent their time at Gerddi by using diaries. This ensured good communication between the staff at the school, Gerddi and parents. Open days had been held so parents could visit the service and talk to staff about their child's progress. Parent questionnaires confirmed that communication between parents and the service was very good. We spoke with the Inclusion Team support worker who spends four hours per week at Gerddi to provide assistance to staff with approaches and strategies to manage behaviour to enable inclusion in activities. Formal referral forms had been introduced to request intervention about specific behaviours and behaviour logs had been introduced to

enable staff to monitor behaviour over a period of time. The support worker told us this had ensured that triggers had been identified and strategies had been devised to assist staff with supporting young people. The outcome for young people is that they receive the right care at the right time in the way they want it.

The staff and manager create an environment where young people can feel valued. We saw the staff interact well with the young people. We observed the staff giving young people the individual attention they needed in a relaxed and respectful way. We observed staff communicating with the young people in a way they understood. Verbal and non-verbal methods were used to ensure their needs and preferences were known and staff responded with kindness and praise. It was evident that the young people were very fond of the staff caring for them. Parents confirmed that their children enjoy going to the service and said that staff were “*lovely*” and “*really helpful*”. This shows that young people have good relationships with staff; that staff care about the young people and want them to feel good about themselves.

Young people are encouraged to be as healthy and active as they can be. Their health needs were understood by staff because their files contained detailed information regarding any health needs, diagnoses, medication and allergies. We saw letters from health professionals in files which demonstrated the service had up to date information regarding the young people’s changing needs following medical appointments. Where medication was administered, this was kept securely in a locked cabinet in a designated and locked room and records were appropriately completed. There was a signed record of all medication given which was provided by parents prior to the child’s stay at the service. Staff had attended appropriate training, such as the administration of medication and other more specific training to ensure they could meet individual young people’s health needs. Young people can be confident their health needs will be met by staff.

The service is working towards providing an ‘active offer’ of Welsh without young people having to ask. None of the young people currently using Gerddi Glasfryn wished to receive a service through the medium of Welsh. Not all the documentation was available in Welsh; however, six members of staff spoke Welsh fluently and several other members of staff spoke some Welsh. The manager said that staff could be deployed to ensure that young people could receive care through their first language if they wished. This demonstrates that young people can speak Welsh while using the service.

3. Quality Of Leadership and Management

Summary

Young people are admitted to the service through a robust admission policy which fully considers how their needs will be met, and the impact their admission will have on the young people already using the service. The day to day management of the home is very good and staff know their roles and responsibilities and management monitor their performance. Staff attend appropriate training to inform their practice and they are well supported. Staffing arrangements provide consistency of care and support for the young people. There are systems in place to assess and improve the quality of the service.

Our findings

There are quality assurance systems in place. Management had sought feedback from stakeholders about the quality of the service the young people had received, and internal monitoring had taken place. The manager had issued anonymous questionnaires to parents to gather feedback about the service. Questions included – *‘How happy are you about Gerddi Glasfryn’s approach to your child’s placement? How happy are you with your child’s development and independence? How happy are you with the level of communication with Gerddi Glasfryn’*. Nine parents had returned the forms and the feedback was unanimously positive. Comments included *“Fantastic. I know X is well looked after”* and *“Excellent work from all the staff”*; and *“We look forward to reading the diary”*.

Additional feedback was sought from social workers. We saw that when a social worker had visited the service, they completed a form to give their views on the young people’s experiences. Comments included *“XX is more sociable and appeared very happy interacting positively with the other young people”* and *“I really noticed a difference in how XXX presented today – in a positive way”*.

The service had been visited every half term by a school governor. The visits were unannounced and the visitor completed a report of their findings. The reports were thorough, with the required checks of records, discussions with young people and staff carried out. Additional visits had been undertaken by the assistant head teachers of the school. We found this to be an example of very good practice as the visitors had made comments and suggestions about staff practices. The manager had conducted a quality of care review and produced a report, which was linked to outcomes for young people. Young people and their parents/carers can be confident that the service sets high standards for itself and is committed to quality assurance and improvement.

Young people, their families and commissioners are provided with information about the service. Young people are cared for as described in the service’s statement of purpose. The document was seen to contain information about the service being provided, the management structure and information about staff and their qualifications. It contained all

the required information apart from whether the service was providing the “active offer” in respect of the Welsh language. We viewed the young persons’ guide; this was formatted to ensure it was suitable for the young people using the service. The guide made reference to what activities young people could engage in at the service, rules and how to make a complaint. We saw checklists were on the young people’s files which itemised ten pieces of information that had been issued to parents, who had signed the checklist to confirm receipt. Young people, their families and professionals are provided with an accurate picture of the service.

Young people benefit from a service where the well-being of staff is given priority and staff are well led and supported. Team meetings took place weekly with good staff attendance and had been used as a forum to review what had happened the previous week and share information. Annual appraisals had been undertaken and staff had received regular formal one to one supervision, which had focused on the young people as well as the individual staff member’s performance and requirements. The manager had undertaken sleeping in duties two nights per week. This had enabled her to monitor night time practices and conduct supervision meetings with night staff. Staff told us during discussions with them that they felt supported by the manager and the team and they really enjoyed working with the young people. There had been no new appointments since the last inspection, so the staff team is stable which had ensured continuity of care for the young people. Young people can be sure staff receive the support they need to effectively do their job.

All members of staff are suitably qualified, experienced and have opportunities to attend relevant training courses to inform their practice. Staff were registered with Social Care Wales. We viewed staff training records which confirmed staff had attended appropriate training courses. Staff told us they felt they had sufficient access to training and they felt the training provided them with increased knowledge to assist them with caring for the young people. There were sufficient numbers of staff employed to ensure high levels of supervision of the young people had been achieved both after school and during the night. Contingency arrangements were in place with teaching assistants from the school to cover if there were staffing absences. Young people can be confident they are cared for by staff that are sufficient in number, familiar to them and trained appropriately.

4. Quality Of The Environment

Summary

We found that Gerddi Glasfryn provides a very comfortable, uplifting and homely environment for young people to stay in. The physical environment is welcoming, well maintained and secure. There are health and safety measures in place to ensure the safety of the young people.

Our findings

Young people are supported to stay in a safe environment. We saw that health and safety audits of the physical environment were regularly undertaken, and equipment had been checked as safe by external agencies. Fire evacuations drills had been conducted termly. The entrance to the premises was safe from unauthorised access as we were only able to gain entry by ringing the bell. A young person had been able to leave the building without detection, this had been investigated and measures to prevent a reoccurrence had been put in place. We were asked for identification and asked to complete the visitor's electronic record. The young people's records were securely stored in the offices. Staff had attended infection control training, as a result new equipment had been purchased and procedures reviewed. A designated member of staff had taken the lead in ensuring protocols were being followed. Young people are cared for in premises which are safe, secure and well maintained.

Young people are cared for in accommodation which meets their needs. There are six separate flats, which can accommodate four young people in each. Although not all of the flats were in use on the days of the inspection visits, we did view all of them and found each one to be welcoming, clean, attractively decorated and furnished. The décor and furniture were in good order. Each flat comprised of four young persons' bedrooms, which were of a suitable size and appropriately equipped; a living room/diner; a kitchen and a bathroom. A parent had viewed the flat their child used and told us: *"Staff have gone out of their way to make it similar to how things are at home."* Additionally, there is a digital immersion room that the young people can access and a hall that is used for indoor physical games and film nights. Externally, there is a large enclosed garden which featured outdoor play equipment. We saw from the records and observed during the inspection that the young people were able to use the outdoor and indoor facilities as they chose. Also located in the building are offices and meeting rooms as well as bedrooms for staff undertaking sleeping in duties. Young people are looked after in an accessible, warm, pleasant and welcoming environment which enhances their well-being.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We make the following recommendations to further improve the service:

- We recommended that management consider the Welsh Government's 'More Than Just Words' follow on strategic guidance for Welsh language in social care, and to include the service's position on the 'Active Offer' of Welsh in the statement of purpose.
- To enable the young people to occasionally purchase their own food for meals.

6. How we undertook this inspection

This was a full inspection undertaken in accordance with the CIW inspection framework. We made an unannounced visit to the service on 6 March 2019 between 11:00 a.m. and 5:45 p.m. and a further announced visit on 13 March between 9:10 a.m. and 3:35 p.m.

The following sources of information were used to inform this report:

- We reviewed information about the service held by CIW.
- Observations of interactions between the staff and the young people.
- We spoke with the manager, the head teacher of Ysgol Plas Brondyffryn, the inclusion team support officer and members of staff on duty.
- We looked at a range of documentation including the Statement of Purpose and Young Persons' Guides and a selection of policies and procedures.
- Examination of records relating to the safety of the premises.
- We viewed the premises, including the communal areas, the young people's bedrooms and the garden.
- We viewed a sample of young peoples' files.
- We viewed a sample of staff files.
- We spoke with seven parents.
- We spoke with three local authority social workers.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Residential Special School
Registered Person	Denbighshire County Council
Manager	Janet Jones
Registered maximum number of places	24
Date of previous Care Inspectorate Wales inspection	27/06/2017
Dates of this Inspection visit(s)	06/03/2019 and 13/03/2019
Operating Language of the service	English
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.
Additional Information:	