

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**  
**CHILDREN, YOUNG PEOPLE AND EDUCATION CABINET**  
**BOARD**

**REPORT OF THE DIRECTOR OF SOCIAL SERVICES, HEALTH  
AND HOUSING – N. JARMAN**

**5th<sup>th</sup> January 2017**

**SECTION B – MATTER FOR INFORMATION**

**WARD(S) AFFECTED: ALL**

**HILLSIDE SECURE CHILDREN’S HOME – CSSIW INSPECTION**

**Purpose of the Report:**

To report to Members the CSSIW Inspection Report (2016) for Hillside Secure Children’s Home.

**Background:**

The Care and Social Services Inspectorate Wales are required to undertake an Annual Inspection of Hillside under the provisions of the Care Standards Act 2000 and associated regulations.

The primary focus of the Report is to comment on the quality of life and quality of care provided to children and young people.

The Report reflects against the broad areas identified within the National Minimum Standards for Children’s Homes (2002) and the Children’s Homes Regulations (2002).

Tri-annually Estyn Inspectors are engaged by the C.S.S.I.W to inspect and report on the education provision, which is inclusive in a separate attached report.

The Inspection was a Baseline Inspection which took place on the following dates: Dates of inspection – Monday, 19, Tuesday 20, Wednesday 21, Thursday 22 September & Friday 7 October 016.

The report publication date was Tuesday, 13 December 2016

The format and length of the Inspection Report has been changed and reports under four quality themes. These are: Quality of Life, Quality of Staffing, Quality of Leadership and Management and Quality of Environment. The full report is attached. (*Appendix 1*)

Estyn have provided separate feedback specifically on the education provision which is incorporated within a separate report.

### **What type of inspection was carried out?:**

The inspection methodology used was:

- Visits over five days of announced inspection by CSSIW.
- Four days of inspection by two inspectors from ESTYN.
- Some discussion with young people.
- Discussion with staff members.
- Observation of the interaction between staff and young people.
- Observation of staff handover meetings.
- Observation of a multi-disciplinary meeting.
- Observation of pupil council meeting.
- Discussion with, two Assistant Managers and the Registered Manager.
- Scrutiny of a random selection of files and documentation held at the centre relating to young people.
- Examination of a random selection of staff files and staff training records.
- The Inspectors did not use the Short Observational Framework for Inspection (SOFI) tool on this occasion because it was not possible to observe interactions without influencing the activity and young people spoke directly to inspectors.

## **What does the service do well?**

The service continues to evolve to meet the complex and changing needs of the young people living in the home.

## **What has improved since the last inspection?**

- The change of staff rota has been welcomed by the staff and young people and provides dedicated time for staff training within the rota.
- The weekly multi-disciplinary meetings have established and provide the opportunity to discuss and review individual behaviour management and support needs for young people.
- There have been improved opportunities for young people to participate in activities outside of Hillside in the local community.
- The mentoring role to support new staff has been established.

## **Summary.**

### **1. Quality of Life:**

- The Inspectors found that young people have a voice and are encouraged to express an opinion, although at the same time some improvements could be made.
- A school Council had been developed and one of these meetings was observed and the young people were clearly able to express their opinions. This was seen to be a good development in the operation of the home.
- Staff worked with young people to prepare them for their monthly reviews to ensure that their views were sought and shared at the meetings.
- The young people had been included in the review of the new staff rota through the pupil council and they identified an improvement through this change.

- The young people had been involved in a review of how it felt to arrive in the home and they and staff were involved in a walk through from the point of arrival. The negative views of the young people had been taken on board but it was also good to note that some of the young people had been very positive about the reception they received from staff.
- An inspection of the education provision was carried out by ESTYN at the same time as this inspection and the findings are reported in a letter to the home. The school year is different to mainstream education to avoid lengthy breaks when young people could become bored.
- One young person placed who had left school but was unable to access the community had been provided with work experience within the home which had proven to boost their self-esteem.
- Young people remain healthy because good health and hygiene is practised and promoted. The home had the services of a local general practitioner practice and practice nurse to visit the centre daily with a recent change of contract.
- The annual Hillympics was being held during the inspection and this was a popular activity with the young people and they had also made cakes which were being sold for a cancer charity. More young people were able to enjoy mobility in the community due to the increased welfare beds. Local riding stables had become a popular venue but all was dependent upon individual need.
- One young person had taken part in two local runs for charity alongside staff members, one young person was enabled to attend a local transgender support group and another played rugby and went training with a local club. Within the home the young people had a range of activities available to them.
- Young people are supported to deal with difficult feelings and are helped to develop coping strategies where necessary. Some of the young people living in Hillside have very complex needs as a consequence of their early life experiences.
- The Home adopted an adolescent trauma model of working with young people which required the care staff and multi-disciplinary team to work closely together.
- At the time of inspection it was clear that the support from TAIH in relation to sexual behaviour was stretched due to

the demand and ideally a full-time worker would be available to meet need.

- Young people were always monitored when in their rooms.
- The Home had appointed a resettlement officer who had demonstrated their worth in ensuring young people discharged to the South Wales locality had access to all of the benefits they were due at the point of discharge. There were some difficulties when young people did not have a move on location identified in a timely way which was the responsibility of the placing authority.

## **2. Quality of Staffing:**

- Young people can feel confident in the care they receive because carers are competent and confident in meeting their particular needs. This is because there is a robust recruitment procedure in place.
- All staff members completed the Care Council Induction Framework and were then enrolled on the Qualification Creditation Framework (QCF) qualification.
- Young people receive care which is based upon well-structured care plans. This is because we saw evidence that these were reviewed regularly and daily recordings took them into account.
- Young people receive care from staff able to cope with more complex demands without getting stressed or resentful. This is because we observed staff managing very stressful situations and they provided excellent support for each other.
- Staff received regular supervision, although the monthly management overview reports identified that some months few were undertaken. The management of the home had identified the need to address supervision in terms of both quality and frequency and training was being provided in October 2016.

### **3. Quality of Leadership Management:**

- Young people and their families can be confident that they are safe because the provision is well run, with due care and attention to minimum standards and regulations.
- Young people experience a consistent service based upon quality improvement, a well-planned programme of care and sound financial platform.
- The centre engages in a great deal of internal scrutiny of its operation to ensure young people are cared for appropriately.
- In the past year the home had identified one member of staff to undertake the role of managing referrals to the home. They used the Summary of Needs and Responses (SONAR) framework drawn up by the clinical team which it was stated was not as risk averse as their previous referral documentation.
- Young people using the service can be confident that the provider will respond positively to feedback and any concerns/complaints. This is because the centre was open to young people making complaints, confirmed by young people spoken to and examination of the records maintained on each of the units and discussed daily at the centre briefing.
- Child protection was a high priority in the centre and staff received regular training. One assistant manager took the lead and also managed any historical abuse issues raised, through to referral to the placing authority. Staff were aware of their responsibility to refer notifications to CSSIW as required by Regulation 29 and also refer to Neath Port Talbot Safeguarding.

#### **4. Quality of Environment:**

- Overall we found that young people were cared for in an environment which is suited to their needs. Hillside Secure Centre was designed and built for purpose, with security provided at the appropriate level.
- Communal areas had seen some investment with new dining furniture providing a less institutional feel.
- Bedrooms were also in the process of being upgraded.
- The admissions area had been updated following the review involving the young people.
- The gardens of the Home in the main quad had also been updated to include raised beds and a poly tunnel although.
- Young people's well-being is promoted because of a range of facilities and equipment provided to meet their particular needs.
- The Home had a gym, outside astro-turf area and individual secure gardens for each unit to provide external space.
- The use of the external space was improved this year with many examples of young people choosing to spend time outdoors.

#### **What needs to be done to improve the service?.**

- It is recommended that the organisation of the young people's meetings is reviewed to ensure young people feel empowered to use their voice.
- A forum similar to the school Council would be a positive development to take up the views of young people in the overall operation of the home away from the day to day needs of the unit meetings.
- Staff supervision needs to be monitored to ensure it meets regulations.

## **Appendices**

CSSIW Inspection Report (2016) for Hillside Secure Children's Home.

## **Background Papers**

None

## **Officer Contact:**

Mark Lazarus  
Manager, Hillside  
Tel: 01639 641648  
E-mail: [m.lazarus@npt.gov.uk](mailto:m.lazarus@npt.gov.uk)

Mr Nick Jarman  
Director of Social Services, Health & Housing  
Tel: 01639 763279  
E-mail: [n.jarman@npt.gov.uk](mailto:n.jarman@npt.gov.uk)