



# Inspection Report on

**Bryn Tirion Hall**

**Wrexham**

## **Date of Publication**

**11 October 2018**

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## **Description of the service**

Bryn Tirion Hall is a children's care home provided by Quality Education with Care Ltd. The manager is Roger Chadwick. There is a nominated responsible individual on behalf of the company. The home provides care for up to 10 children and young people between the ages of 7 and 18 years of age.

An independent special school is also operated by Quality Education with Care Limited on the same site and this is registered with Estyn.

## **Summary of our findings**

### **1. Overall assessment**

Children and young people receive a high standard of care which is based on their individual needs. The service operates well to promote children and young people's health and well being. Children and young people told us they feel safe and have lots to do. They are able to give their views and be listened to, have good relationships with staff and their well-being is promoted. The management and leadership are strong, roles are well defined and staff are well motivated, appropriately supervised and trained.

### **2. Improvements**

There was evidence of improvement and investment in the service since the last inspection.

- The annual quality of care review contained more evidence of the consultations which have taken place.
- In staff files the checklist in use was more effective.
- Information about how the Active Offer for the use of Welsh in the service was included in the statement of purpose and reflected in the annual review of the quality of care.
- The environment of the home has been improved with the replacement of some furnishings and redecoration.
- A full time operations manager for health and safety has been appointed and the person responsible for day to day maintenance also works full time.

### **3. Requirements and recommendations**

We did not identify any breaches of regulation during this inspection and no recommendations have been made.

# 1. Well-being

## Summary

Children and young people are kept safe at Bryn Tirion Hall. They have various opportunities to voice their wishes, feelings and concerns to ensure they are listened to. They are able to take part in activities which help them to keep as fit and healthy as possible. Children and young people are settled and comfortable with staff who know them well and give consistent nurturing care that promotes their health and wellbeing.

## Our findings

Children and young people have a voice in the home and the arrangements for the key worker to care for and spend time with a child or young person are well thought out and effective. Children and young people had daily opportunities to talk with their staff team and we observed that they did this freely and that staff listened and responded in a positive way even when they could not give an immediate 'yes'. The team around the child approach to care had resulted in children and young people knowing the staff well and they had gained confidence from the relationships they had developed. From conversations with the children and young people, information from the manager and staff and social workers we were told of a number of examples of how this manifested itself. A social worker told us their "*young people are happy and settled in placement. Each is treated as an individual.*" We learned that house meetings were held once a month in each of the house units and we saw from minutes of the meetings children and young people were asked for their views and had many opportunities to make suggestions. The children and young people were getting ready for their holiday in Devon and we saw that this had been thoroughly discussed and that the children and young people had asked what it would involve and for those who had not been before, staff explained and reassured them about how their week would be spent. Staff had also taken opportunities to discuss regularly with the children and young people topics such as bullying, how it would make them feel and how they would deal with it and keeping themselves safe. Following house meetings children and young people were given feedback about requests they had made. Each child or young person had their own email address and these were used for children and young people to comment on things that mattered to them or to make requests of the manager, often when there was a request for spending involved. We saw that staff had given praise where possible and also commented honestly where encouragement was needed. Young people had regular sessions with their key workers which were focused to include topics relevant to the individual, for example discussing what they wanted to say at their looked after children's (LAC) review or plans for their future. Children and young people have opportunities to build positive relationships with staff and to talk to them about all aspects of their life and care.

Children and young people are safeguarded whilst living in the home. Children and young people told us they felt safe. Staff members were trained in safeguarding and were aware of their roles in reporting any incidents. When any issues had arisen regarding the safeguarding of children and young people these had been referred appropriately to the statutory authorities. Risk assessments reflected known behaviours and risks and there were clear expectations of, and in some cases contracts with, the children and young people about the safe use of mobile phones, tablets and gaming platforms on the internet. Key working sessions had been held to discuss any particular issues to support the children and young people. Social workers told us "*The care home does what it reasonably can to*

*keep the young persons safe. They are offered 1:1 support which is person centred* , *"I am satisfied that Bryntirion do what is required to keep (child's name) safe"* and *"I am confident in the risk assessments staff carry out which is overseen by management discussion and liaison with me as the SW"*. Young people can feel safe living in the home.

Children and young people receive nurturing care and guidance and have opportunities to do things that matter to them and to have fun. A young person was lying on the sofa in their lounge and said hello to us, together with a cheerful *"I'm in my natural environment"*. There was a family atmosphere in the house units and children and young people were relaxed and displayed sense of belonging whilst acknowledging the ties they had with their families. We saw that the care provided was appropriate for the individual child or young person. A social worker of one of the children told us that the child had the *"ability to be them self"* and they had told them they were happy. The older young people were expected to be more independent and to take more responsibility for themselves while the younger children were being encouraged to do things for themselves in conjunction with advice and support from the staff who were with them. Each child or young person had a clear plan for their week so they knew what they would be doing and with whom. This had helped to maintain boundaries and also reassure the young people who benefitted from structure in their lives. We observed one young person wanted to do something immediately although this had not been planned for. The member of staff listened and explained that it might be possible but that a team leader would have to be asked about it. This was explored and the child was able to do as they had asked and told us all about it the next day. They also told us *"I'm doing well"*. The children and young people did some activities individually and sometimes with another child or young person or in a small group. They told us about going to the cinema, having a pamper night and the variety of sports and outdoor activities they took part in. Social workers told us a child did *"lovely activities"* and *"(child's name) is currently doing well in school. (child's name) is kept busy with activities which (they) enjoys"* and *"My YP has a very busy and varied social life"*. This illustrates that the well-being of young people is central to the care provided and that they feel valued because they experience thoughtful and responsive care which recognises and is based on their individual needs.

Young people are supported to be active while at Bryn Tirion Hall. We saw children and young people who looked physically well; some had become teenagers and were growing into polite and more confident young people. Children and young people told us that they liked playing Xbox or PlayStation games and we saw them doing this with staff. They also said there were limits on the times allowed for these games so they carried out other more physically active things. They had been swimming, ice skating, trampolining and to gymnastics and football. We saw that risk assessments were in place for activities including outdoor adventurous activities. One young person was enjoying a craft activity in their house kitchen and chatted to the staff about the various decisions this involved. The extensive grounds at the home provided space for children and young people to play organised and spontaneous games and we saw a number of children and young people going outside to run around or play ball games with staff, to have a change of scene, get fresh air or 'let off steam'. This indicates that young people are kept busy with a variety of suitable activities.

Young people are able to grow up and develop their abilities to be more independent with self care and life skills. We saw young people had regularly completed personal and household tasks, for example helping with shopping for and preparing meals, washing up,

doing their laundry and helping with cleaning their bedroom and the house unit. Young people had been encouraged to become more independent by making their own way to their activities whereas previously they had been transported by staff. Some of the young people were discussing going to get pre-holiday haircuts which they would do independently. We read that a child had asked to be given more independence but it had not been agreed at that time as they were not felt to be able to progress at that stage. Another child had started to have more independence and it was clear that considerations as part of this had included their ability to use and keep money safe and their likely reaction to something unexpected happening while they were out. Each child or young person's plan had been considered individually to support them to take and manage a series of steps towards greater independence. This had been done in a planned and measured way so that they had tested out what they could do without being put at risk. As a result when young people's plans changed to moving on to more independent living staff had already started to help them develop skills to prepare them for the future. A social worker told us "As (their) young people are becoming older care staff put plans in place for a gradual transition to independence". This demonstrates that young people are encouraged to do things for themselves and develop their individual skills, including life skills in a way that gives them confidence and increased self esteem as well as practical ability.

## 2. Care and Support

### Summary

Children and young people living at Bryn Tirion Hall are well cared for and supported. Their well-being promoted by being cared for in ways which are consistent with detailed information in placement, risk management and behaviour support plans. Children and young people have good relationships with members of staff. Staff receive the relevant training and guidance to support children and young people. The service continues to work towards an Active Offer of the Welsh language.

### Our findings

Comprehensive care records are maintained and these reflect the life of each child or young person. We read information obtained before and recorded during placement which supported the individualised care and support of the children and young people. This included their history and a current pen picture of the child or young person. Each section of their placement plan was very detailed and included for example, emotional and mental health, physical health, staying safe, education, identity, family and social relationships (with sub headings for familial, carers and social relationships). Each included details of the focus of work and the methods of intervention being used with the individual. Plans and information were up to date and the children and young people we talked to were recognisable from what we read about them. Records were well maintained and covered all aspects of daily life for young people. Social workers told us that they were kept well informed and received copies of documents and monthly reports about their child or young person. One told us that at Bryn Tirion Hall “*people are the positives – never late, they always respond*”. They said that staff listen and have “*acted when suggestions have been made*”. We saw that one young person had done some work with staff on how best to present themselves and behave in public places and another was being supported to experience and enjoy their childhood with an age appropriate level of choice and control. Children and young people have assessments and reviews which identify areas of risk and how these would be managed.

There is consistency of approach and responses to young people's behaviours. Behaviour support plans were in place, were detailed and current. We saw that preventative strategies, triggers and warning signs, intervention strategies and de-escalation techniques were recorded. Staff were aware of the things that were important to the children and young people. Examples to guide the care and support of individual children and young people included to use fresh air to give them physical space to calm and cool down. Also that a young person might appear calm but that wouldn't mean that they were, to keep talking about an incident to a minimum until the child had moved on to an activity that would help them to calm after which talking could be more productive. We saw examples of the analysis of the time of day, after what other event or whether the use of information technology equipment had had an influence on a child or young person's mood or behaviour. We observed that staff were calm, clear and polite with the children and young people and used reassuring words when necessary. Equally staff were quick to maintain boundaries and challenged negative behaviour or poor language. The staff worked with the children and young people to reward positive behaviour and sanctions or consequences were only introduced as a last resort. Any sanction imposed had been monitored by the manager and the young people had been asked for their views as part of a debrief of any

incident. There were individual incentive records in place for children and young people and if all were achieved weekly, young people received a reward. The children and young people we spoke to understood the incentive and reward system and were generally pleased with the results of their efforts or recognised they could try harder. Feedback from a social worker included *“behaviour support for a child of financial incentive for additional activities works”, “behaviour support plan has worked”,* that staff *“understand behaviours”* and *“There have been occasions where the young persons have had outbursts of challenging behaviour and have placed themselves at risk of harm. Care staff use different non-intrusive techniques to diffuse the situation and as a last resort will use physical interventions.”* Children and young people have their uniqueness recognised; plans are in place for their care and support and are followed by staff.

Risks are identified, kept under review and managed safely. Risk management plans were in place, individual risks had been identified with details of the safe working practices required in order to support and keep the young people and others safe. Children and young people’s risk assessments ensured they were kept safe within the home and the community and they were actively involved in planning for and reviewing their care as part of the team around the child approach. We saw that risk assessments were reviewed regularly and also updated if there was a change in the level of risk identified or if a new risk arose. All members of staff were required to read and sign the assessments and other relevant documents that linked to risk assessment to confirm they had understood the risks and what was required of them. A social worker told us *“The home also has the relevant risk assessments in place pertaining to the individual young persons. I am confident (their) young people’s needs are being met at the home. The care staff at the home know the (their) young people very well. They have their own TAC (team around the child) and their own identified keyworker. This system works well in relation to the young people who can struggle with change”*. Young people’s risks are monitored and managed and there are safe working practices for staff to implement.

Children and young people live in a non judgemental environment and are treated with dignity and respect. A social worker told us *“The YP is also encouraged in respect of (their) personal hygiene in a respectful and dignified way which is beneficial for (their) self esteem”*. We observed managers and staff to knock on doors to the house units or individual rooms to ask children and young people if they could enter. We read that children and young people had been asked for their views on what an ideal residential support worker would be like and their responses had included *“caring”, “fun”, “always listen to me”, “firm but fair”, “easy to get along with”, and “supportive no matter what”*. We observed and read that staff had demonstrated these qualities. Staff we spoke with and the records we read, provided respectful descriptions of the children and young people and their families. Positives were highlighted wherever possible but with balanced and realistic analysis and understanding of some of the past and present influences and impacts on children and young people. Children and young people were able to keep in contact with their family and people who were important to them in line with their agreed care plans. The staff were aware of arrangements for young people to have contact with family and were involved in transporting, and if required by the placing authority supervising, the contact. Records were kept of for example telephone calls and written reports were provided by the staff of any family visits they were required to supervise. The records written by staff were reflective and included their observations and conversations with the children and young people before and after the meeting. Skype had been used for a young person to maintain contact



with a relative. In accordance with care planning contact with important individuals is encouraged and maintained.

Young people's health needs are kept under review and they are encouraged to keep well and lead a healthy lifestyle. Young people were registered with primary health care services locally and supported to access these. External therapeutic support had been obtained where necessary and staff had provided support to accompany a child or young person to appointments as required. We learned that staff had contributed to the agreed protocols for the sharing of information so that the team around the child was informed of the support needs of the child or young person. A social worker commented "*Bryn Tirion promote the YP's therapy sessions and contact with (their) family*". Case records reflected that staff were alert to the mood and emotions of children and young people and offered opportunities to talk to staff about how they were feeling and if they were anxious about anything. We observed that this was sometimes taking place as part of an activity to both promote the normality of doing so and to make the conversation more relaxed. Minutes of the house unit meetings showed that children and young people had discussed healthy eating and how their menus should be compiled to support that. We saw fresh produce was available to support this. This demonstrates that the physical and emotional health of children and young people adopting a healthy lifestyle are promoted and that young people are supported with developing understanding and skills for looking after themselves.

This service does not currently provide an 'Active Offer' of the Welsh language but is working towards doing so. The statement of purpose and children and young people's guide were available in Welsh. The provider stated that they were committed to ensuring that they were proactive in meeting the language needs of the children and young people as part of their child centred approach. The language needs of a young person was considered as part of their referral to the home and if a young person whose first language was Welsh had been placed in the home it would have been known that the staff team would not be able to fully meet their linguistic needs although some staff spoke Welsh. Staff were however aware of the cultural and religious backgrounds of children and young people living in the home and as with all their needs, were proactive in meeting them. Children and young people's religious beliefs and choices are respected; however any Welsh language needs could not be fully supported.

Children and young people are cared for by staff who are well motivated and caring and who are provided with appropriate training, supervision and support. We saw from the rotas, staff personnel and training records there were sufficient numbers of staff to care and support the children and young people. A team leader was identified for each shift and had additional and overall responsibility for ensuring agreed plans and tasks were carried out. Staff shared information about the children and young people effectively within the care team so care provided was well informed and based on up to date knowledge. We read there had been a thorough handovers of information at the end of each shift and the staff coming into the home had been provided relevant updates and information since they were last at work. Staff worked a shift pattern of 2 days on/ 4 days off and worked as a team around each child or young person. Members of staff commented to us that they enjoyed their work and reflected on the progress of the children and young people. We spoke with children and young people who lived at Bryn Tirion Hall and together with our observations of interactions between them and members of staff we concluded they behaved and talked in ways that suggested they were, and felt, safe in the home and care of staff. Children and

young people were working towards positive outcomes because the home worked proactively and positively to consider how care was provided, and with other agencies and professionals. The manager and staff are ambitious for children and young people regarding nurturing them and supporting their development, their education and promoting their well-being. Young people can be assured that staff are committed to their care and keeping them safe.

### 3. Environment

#### Summary

The home is suitable to care for children and young people and the premises are kept safe and well maintained. There are three family style house units within the home, Ty Conwy, Ty Powys and Ty Gwynedd.

The home is located, set back from the main road and with its own driveway, on the outskirts of a small village a few miles from the towns of Wrexham and Mold.

#### Our findings

The home, in each of its house units, provides sufficiently spacious, comfortable, clean and well maintained accommodation. Each house unit had their own kitchen/dining room. Two had a separate lounge and the third had comfortable seating within the open plan kitchen/dining/ lounge room. Each child or young person had their own bedroom, to which they have a key, and there were separate bedrooms in each house unit for staff 'sleeping in'. There was space indoors and out for children and young people to play, relax and do activities. The extensive well maintained grounds offer children and young people different opportunities on their doorstep. There was an office space for staff, a team leaders' office and two other offices for managers separate from the living areas. For meetings and additional office space Quality Education with Care had access to office space off site. Bryn Tirion Hall houses part of the school which also uses mobile classrooms adjacent to the main building.

Each house unit has their own front door which added to the separate identity of the children and young people's own part of the home. The children and young people had personalised their bedrooms and there were examples of their own art and craft in their rooms. A social worker described a child's bedroom as "*trendy / fashionable*". The doors of the children and young people's bedrooms had alarms which were activated at night. This allowed staff to be aware of their movements and they could respond and reassure themselves that all was well. Close Circuit Television (CCTV) monitored the communal areas of the home. The home was situated on a public transport route and children and young people, as they became more independent, were not wholly reliant on staff transporting them places. The home had sufficient cars and minibus and activity planning took into consideration regular commitments and the ability for some children and young people to do joint activities or to share journeys. We saw easy interaction between staff and young people, with plans for the evening being carried out. Young people feel comfortable, because they are cared for in a pleasant, homely, clean and safe environment.

All of the children and young people we spoke with told us that they liked their bedrooms and it had the furnishings that they needed. Bedrooms had been checked daily and team leaders had done weekly health and safety checks in each house unit. We observed a member of staff talking with a child who was keen to sleep on a camp bed and that the member of staff negotiated that provided the bed could be positioned to allow for a safe exit in an emergency it possible to agree the child's request for the one night. The kitchen facilities provided some space and opportunities for young people to store their food and cook for themselves although we were told that there were plans under consideration to make some changes to increase storage space. The comfortable lounges were homely with space for the children, young people and staff to sit together. There was sufficient car parking space for the home's vehicles and parking for staff and visitors. The good

accommodation, decoration and condition of the home reflect both that value is placed on providing good quality accommodation and that overall the young people respect the environment of their home.

Children and young people live in a home where health and safety issues are addressed. An operations manager had been appointed to oversee health and safety on the premises. He was on site waiting for the engineer to arrive to deal with a malfunctioning fire alarm unit. The previous night a care team leader had undertaken a waking night to reassure the children and young people in the particular house unit that should the alarm sound it was a technical fault but also to be alert to any danger should that arise. Examination of records confirmed there were contracts in place for the regular servicing of the heating, electrical installation, water supply and fire safety equipment. Risks had been identified and eliminated as far as possible for the environment and activities. Records confirmed that a fire risk assessment had been completed for the home and there had been fire drills and regular testing of fire safety equipment and smoke detectors. The premises were physically safe and maintenance was undertaken to ensure any problems or damage was attended to promptly. The visitor to the home on behalf of the registered provider monitored and reported on the physical environment and health and safety requirements at each monthly visit. Staff asked us for identification before entry to the home and we were required to sign the home's visitors' book and were entered into the daily movement logs in the house units. Files were kept securely but were accessible for the staff to work. Safety precautions and staff supervision provided a balance for managing risks and promoting independence. Young people are cared for in safe, secure and well maintained surroundings. These things help young people to maintain their well-being.

## 4. Leadership and Management

### Summary

The leadership and management of the home are well coordinated and effective. They support a service which provides consistent care for children and young people and which makes good use of resources. The manager and assistant managers are aware of the detail of the care being provided to the children and young people and make sure there are enough staff available and that members of staff are well led and supported through supervision and training. Quality assurance systems operate well and the provider and management set appropriate standards and expectations to provide a high quality of care. There are a vision and purpose for the service which are clear and actively implemented. There is evidence of driving continuous improvement, a willingness to learn from best practice and consideration of ways to develop and improve the service.

### Our findings

Children and young people are cared for in the way described in the home's statement of purpose. The statement of purpose for the home, which was last updated in June 2018, was clear about what was available to the children and young people and how they would be cared for. The vision of the service was to provide 'an effective and supportive home, to ensure a safe and nurturing environment where young people can develop enabling them to cope with past and present difficulties' and this was being achieved. Social workers who had seen the home's statement of purpose told us it was an accurate reflection of the way the home operated. On admission to the home each child or young person received a copy of the children's guide. Children and young people live in a home which sets clear aims and operates in a manner which supports them.

Young people are cared for in a home where there is consistent management, which sets high standards and there is effective use of resources. The organisation of the home was systematic and management had been effective and fulfilled the vision of providing a homely; person centred service that was intended to keep young people safe and made a positive difference to their lives. The internal quality assurance systems were robust as a result of the manager and assistant managers being active in the life of the home and aware of the care being provided. They ensured that care was appropriate and it continued to meet the needs of the young people as their placements progressed. A social worker commented "*I am kept informed about the young person's progress by receipt of regular phone calls/ emails and a monthly report advising about their well-being*". Staff were very professional and clear about their roles and responsibilities and the managers monitored the care being provided. Records, for example of restrictive physical intervention, room searches, incidents and sanctions given had been reviewed soon after the event. Checks had been made that staff and young people had an opportunity to discuss what happened and for consequences that they were appropriate and effective. We were told by a social worker "*If there are any significant incidents I am informed by email immediately and the report will follow later on. The home also has the relevant risk assessments in place pertaining to the individual young persons. I am confident young people's needs are being met at the home.*" Another social worker told us that if they raise any questions with the home they respond "*Promptly and professionally*"

There were management, whole care team, team around the child and shift handover meetings which made sure that there was reflection of practice and good communication

within the home and about the children and young people. Within their contracted hours staff working with individual children and young people had time set aside to meet together and to complete reports and records. We saw that there had been regular contact between the home and placing authorities, families and other people in the children and young people's lives. A social worker reported that "*communication is very good*", "*individual needs (are) met*" and that children and young people are being kept safe. The service works well in partnership with a variety of professionals to support care planning and the development of individual strategies for the care of the young people.

Staff are recruited appropriately; receive suitable training and guidance to provide the right care for the children and young people. A selection of personnel files were examined and found to contain all of the employment checks required. In addition to the individual records of training a training matrix was kept which enabled managers to monitor the training attended and when any updates were required. Staff supervision was completed fortnightly for probationary staff and monthly for other staff. The regular and meaningful supervision, following a set agenda, during which the staff's own well-being, the young people and their training and development needs were discussed. Annual appraisals of staff had also taken place. All unqualified staff, once eligible, were enrolled as soon as possible to complete the Level 3 Diploma award for working with children and young people. Staff spoke highly of the support they received from the team leaders and care managers and they were observed to ask advice and have conversations about what needed to be done in the home on the day. The staff members we spoke with were capable and positive about their experience of working in the home. They clearly wanted to make a difference for young people and were well informed about their individual needs. The information regarding staff, children and young people was kept appropriately and securely. This demonstrates that the provider has appropriate processes for the management of the home and children and young people benefit from care in the home where staff are well informed, prepared for and motivated to undertake their roles.

Children and young people, their representatives and staff are able to express their concerns. They were aware of lines of accountability and leadership in the home and the managers were visible, approachable and responded to concerns. Children and young people informed us they had information about the home's complaints procedure and were clear who they would speak to if they were unhappy about anything. We saw that day to day, young people were making requests or asking to talk about matters that were important to them as evidenced in their key worker records, house meetings and daily records. We saw that complaints made by a child or young person had been recorded and investigated and dealt with appropriately. Also, there was a record of whether the child or young person had been happy with how the complaint had been dealt with and the outcome. We concluded that children and young people's views and wishes are taken seriously and concerns or complaints have been taken seriously, investigated and responded to.

Quality assurance systems are in place to ensure the operation of the home is monitored and good standards maintained. The monitoring of the service through independent visits, made on behalf of the registered provider, was thorough and made a significant contribution to having a regular and objective view of the life of the home. We found the visitor spoke with staff, children and young people and identified both positive elements of the service and any issues that required attention. The manager had responded appropriately to feedback after these visits and was proactive in managing any issues that had arisen. An

annual review of the quality of care within the home had been carried out and reported on. It contained more details compared to the previous year of the consultations which had contributed to the review and it reflected the service that we saw. Management team working within the organisation had supported the delivery of the service and had promoted reflection on and the discussion of ideas for development and improvement. There were effective business management and administrative systems in place to support the life of the home. The leadership and management of the service were effective and it was clear who was responsible for what in the life of the home. Managers ensured staff understood and carried out their responsibilities so that the well-being of young people was supported. The operation of the home is efficient and there is a willingness to learn, improve and develop the service.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

None



## **6. How we undertook this inspection**

This was a full inspection undertaken as part of our inspection programme.

We made an unannounced visit to the home on Tuesday 31 July 2018 between 9:25 am and 7:05 pm.

We made a second announced visit to the home on Thursday 2 August 2018 between 1:55 pm and 3:55 pm this included providing feedback to the manager.

The following methods were used:

We spoke to seven of the ten young people, two individually and the others in the company of staff.

We spoke to four members of staff, the operations manager for health and safety, the registered manager and an assistant manager.

We emailed a set list of questions to six placing authority social workers and received five replies.

We had a tour of the home to consider the environment.

We looked at a wide range of documents and records.

These included:

Parts of four young people's case files and records.

The statement of purpose for the home.

The young person's guide to the home.

Records of key worker sessions.

Records of incidents, accidents, room searches, restrictive physical intervention,

Safeguarding, sanctions and rewards.

The minutes house unit meetings and staff meetings.

The staffing rota.

Supervision and training records for two staff.

The records of complaints.

Reports of the visits made to the home on behalf of the registered provider.

The annual quality of care report for the home.

Further information about what we do can be found on our website:  
[www.careinspectorate.wales](http://www.careinspectorate.wales)

## About the service

Type of care provided	Childrens Home
Registered Person	Quality Education With Care Ltd
Registered Manager(s)	Roger Chadwick
Registered maximum number of places	10
Date of previous Care Inspectorate Wales inspection	10/10/2016
Dates of this Inspection visits	31/07/2018 and 02/08/2018
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language.
Additional Information:	