



Inspection Report on

Llys Maelor

Wrexham

Date Inspection Completed

10 August 2021

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About Llys Maelor

Type of care provided	Care Home Service Childrens Home
Registered Provider	Keys Young People Limited
Registered places	2
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection following re-registration with Care Inspectorate Wales under Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language

Summary

The provider, staff team and young people have experienced a significant bereavement during the pandemic resulting in a change of management arrangements within the home. The staff team and young people have supported each other during the traumatic experience, creating a close bond in the process. Care staff are committed to ensuring young people are provided with person centred care and support, and understand their needs and preferences. They treat young people with respect and encourage them to be independent. The provider's pre-admission process informs the provider assessment and young people's personal plans and risk assessments, which are regularly reviewed and updated. Care staff encourage young people to lead a healthy lifestyle, participate in recreational activities, attend education and employment, and access health and social care services. Young people know how to raise a concern, feel safe and can participate in keyworker sessions. Health and safety checks and identified maintenance work is completed and young people's rooms contain personal belongings and suitable furnishings. The provider completes safe recruitment checks and newly employed care staff complete a formal induction. Care staff receive both formal and informal supervision and have access to training. The responsible individual (RI) has a clear oversight of the service, and quality monitoring audits and reports are completed and shared with the provider's senior leadership team.

Well-being

Young people are supported to have control over their day-to-day life choices and are listened to. Care file information and discussions with a young person and care staff highlights young people are involved in their care planning, are encouraged to express their views and opinion, and participate in keyworker sessions. A young person spoke positively about the care and management staff team, stating they were “good”, “*they listen to me*” and “*they know what I like*”. They also told us they are “*very happy*” living at the home and our observations highlighted care staff spoke with young people with respect and provide a person centred approach to care.

Young people have access to various health and social care services. Care staff arrange and attend health appointments with young people and record consultation outcomes within care files. The information is included within personal plans, risk assessments, and is used to support young people’s physical health, emotional well-being and social care needs. Care staff also encourage young people to lead a healthy lifestyle. The service does not currently provide an active Welsh language provision for young people. A Welsh language version of the young person’s guide is available and the provider is currently in the process of looking into translating the Statement of Purpose (SoP) into Welsh.

The service has relevant policies and procedures in place to ensure young people are safeguarded from harm. Care staff can access policies and procedures relating to safeguarding/child protection, anti-bullying, complaints and whistleblowing at any time. They have access to safeguarding training and understand the processes involved regarding reporting issues of concern. Young people have access to an independent advocate, understand the complaints procedure and know how to contact their social worker. One young person told us they feel “*safe*” due to the care and support provided by the care staff. The whistleblowing policy needs to contain updated information pertinent to Welsh guidance.

Educational provision is available and young people have access to community activities. Care staff support young people to attend education and have encouraged them to complete educational work during the pandemic. They also support young people to attend higher education Colleges and to sustain employment. Young people are able to participate in a variety of physical and recreational activities important to them. The activities are linked to young people’s needs and commissioning services’ objectives, which increases young people’s independence and broadens their experiences.

Young people live in suitable accommodation that is safe and supports them to achieve well-being. The home is clean, suitably furnished and contains facilities to encourage and develop young people’s independent living skills. There is enough space within the home for young people to have private time or to socialise with others, and their rooms contain items of personal importance to them. One young person told us they were “*very happy living here*” and “*like having my own things*”. The home has benefited from redecoration and

relevant health and safety checks are completed. We recommend the provider consider the guidance and information contained within their 'Window Safety' policy.

Care and Support

The pre-admission process assesses how the service is able to meet young people's needs and personal plans inform how identified outcomes can be achieved. There is consultation with commissioning services and the RI has oversight of the referrals received. The provider considers young people's needs, which includes their suitability to the service provision and compatibility with other young people residing at the home. A detailed provider assessment is completed and the pre-admission document informs young people's personal and positive behaviour management support plans, and risk assessments. Care staff regularly review documents and record young people's progress and outcomes. They also complete daily handovers, participate in fortnightly team meetings, and are able to access and liaise with the provider's therapeutic teams if required.

The service has systems in place to ensure young people are listened to. Key worker sessions and a weekly young person's meeting are arranged to ensure young people can express their views and opinions. One young person told us they found the key worker sessions "*helpful*" and that care staff encouraged their independent living skills. They also told us they were able to contact their social worker and could participate in review meetings should they wish. Young people can access an independent advocacy service and one young person told us they understood how to raise a complaint. The services complaint records shows young people have submitted no complaints since October 2019.

Young people have access to various external health services. Care file information and discussions with care staff and a young person highlights a range of services relating to young people's physical, emotional well-being and social needs are available. Medical appointments are promptly arranged and consultation and treatment outcomes are recorded. Young people choose the type of recreational and physical activities they want to participate in and are supported and encouraged to maintain contact with their family and friends. Care staff encourage young people to eat healthily and young people are involved in menu planning.

Relevant safeguarding and whistleblowing procedures are in place. Care staff complete safeguarding training and the providers safeguarding policy references Wales Safeguarding Procedures. They told us they consider young people to be "*well cared for*", "*looked after*" and understand how to report safeguarding and whistleblowing matters. The provider's whistleblowing policy made available on the day of inspection did not include contact details for Care Inspectorate Wales (CIW). We saw an improvement is required to ensure it includes contact details and information specific to Welsh guidance. When required, the provider makes safeguarding referrals to the local authority and submits notifiable safeguarding events to CIW.

Environment

Young people live in a home which meets their needs, supports them to maximise their independence and achieve a sense of well-being. The home is situated in a large village and young people have access to a variety of amenities. Larger towns and cities are also accessible via the home's transport as well as public transport. We completed a site inspection and viewed each room within the home and the outdoor area. Overall, areas of the home viewed were clean and tidy. The lounge and dining room areas contain ample seating, furnishings and suitable decoration. The provider is also in the process of purchasing a new sofa for the dining room. Areas of the home have recently been re-decorated and window blinds fitted in the office. The kitchen contains various appliances to encourage young people's independent living skills and a separate utility room contains a washing machine, tumble drier, chest freezer and two fridges. Young people's bedrooms contain personal items and memorabilia such as posters, photographs, dvd's and electronic equipment. They are also involved in choosing their room's décor and furnishings. Young people share a bathroom and care staff have separate toilet and shower room facilities. The home has two bedrooms used by care staff when sleeping in, one of which is on the ground floor. The outdoor garden area consisted of decorative stones and ornaments, table, chairs, plant pots, new fencing and car parking space. Although confidential information is securely stored within the home, we recommended the provider archive past records stored within the home that the manager began this on the day of inspection.

Health and safety checks of the premises are completed. The manager has oversight of maintenance records, which shows the maintenance team are informed of areas requiring improvement within the home. Discussions with care staff and written records confirm the completion of regular fire safety checks and electrical equipment/appliance testing. We discussed the use of window restrictors with the provider as we saw one young person's room did not contain restrictors due to personal choice. We recommended the provider seek further advice and information regarding this and to document their decision within a risk assessment. We also recommended the provider consider the guidance and information contained within their 'Window Safety' policy and to amend as deemed necessary. The provider also needs to review policies within identified timescales to ensure care staff and management have access to the most up to date guidance.

The service promotes hygienic practices and manages risk of infection. An infection control policy is available to care staff. The provider has provided young people and care staff with specific COVID-19 management guidance since the beginning of the pandemic. Care staff have access to personal protective equipment (PPE) and cleaning products, and are happy with the current infection control procedures in place. Care staff wear PPE on a daily basis. Young people, the care staff and the provider have experienced a significant loss due to the sad passing of the home's previous manager due to COVID-19. They are acutely aware of the serious consequences and effects the pandemic has had upon them. Care staff participate in weekly testing, and the majority have chosen to

receive the vaccination. The RI also attends twice-weekly COVID-19 meetings with their line manager.

Leadership and Management

Governance arrangements are in place to support the operation of the service and they provide a sound basis to ensure quality care and support for young people. Due to the sudden passing of the home's previous manager, the home has had to adapt to a significant managerial change with the deputy manager stepping into the manager's role. The manager told us they have received regular support from the RI during a *"difficult period of adjustment"*, describing it as *"fantastic"*. They also told us the RI *"is always available"*, and they have also received and appreciated support provided by the Managing Director, and managers and care staff from the providers other homes. The provider also arranged counselling for young people and the staff team which care staff stated they appreciated at the time. The manager states they are involved in operational decisions regarding the running of the home and that the RI is supportive of this. The manager attends monthly meetings with managers of the provider's other regional homes, and whenever possible, attends a monthly meeting with managers from other children's homes to share and discuss best practice development.

The service is provided in accordance with their SoP and arrangements are in place for the effective oversight of the service through ongoing quality assurance processes. The updated SoP accurately describes the current service provision and staffing arrangements. The RI attended the home during the inspection and care staff and young people confirmed the RI visits on a regular basis. Care staff describe the RI as *"approachable"*, *"brilliant"* and *"available"*. The RI reports shows they have a clear oversight of operational matters and the provider has a comprehensive reporting and auditing system in place. The RI completes and submits operational reports to the senior leadership team as part of the quality of care process. The reports consists of information obtained following their visits to the home and the managers detailed quarterly quality assurance reports. An independent visitor also visits the home on a monthly basis and evaluates particular themes pertinent to service provision. The manager and RI have oversight of their findings, and review and address any recommendations made.

There are appropriate numbers of suitably fit and qualified care staff available and they receive regular supervision and training. Enhanced staff recruitment checks are completed and the provider verifies employment references. An area for improvement within the interview process is required to ensure the interview panel is aware of any gaps in employment history within application forms. Newly employed care staff complete the provider's induction programme and the All Wales Induction Framework if they have not previously done so. Staff rota records shows staffing numbers in line with commissioning service's arrangements and an additional care staff member recently recruited. Care staff speak positively about the manager, describing them as *"approachable"* and *"supportive"*. They acknowledge the staff team has had to quickly adapt to significant managerial change and respect the way in which the manager has been able to provide and maintain stability within difficult and traumatic circumstances. Care staff state the experience has

brought the staff team "*closer together*". The supervision record shows care staff receive regular, formal supervision. They also state it is available in an informal manner during working hours, and makes them feel "*supported*". The staff training record shows a variety of training is available and care staff are happy with its quality and content.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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