



Inspection Report on

Gerddi Glasfryn

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

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

29/11/2023

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About Gerddi Glasfryn

Type of care provided	Residential Special School
Registered Provider	Denbighshire County Council Adults and Children's Services
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	06/03/2019
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Gerddi Glasfryn provides a very good standard of care for children, delivered by a care staff team who are committed, know them well, and respect and promote their rights. The service provides respite care for children attending Ysgol Plas Brondyffryn for up to four nights per week during term time. Children achieve positive outcomes and are happy staying at the service.

Care staff enjoy their work and feel supported by the manager. They receive regular supervision and access relevant training. The service provider implements effective governance arrangements and quality assurance systems. The manager and head teacher have good oversight of the service and seek feedback about the care provided from children, their families, care staff and other professionals. This means they have detailed information on how the service operates; to assess the standard of care and plan for future development.

The service provides care for up to four children in six flats. Although the flats are welcoming, clean, suitably furnished, and the living areas are attractively decorated, they would benefit from refurbishment of the bathrooms, toilets and kitchens.

Well-being

Children are comfortable within the service because they have formed positive relationships with care staff. The service has good relationships with families, and children have access to an independent advocacy service. Children's views are gathered through daily interactions with care staff, who use children's preferred communication methods. The service is working towards providing the Welsh language 'Active offer' and will produce Welsh language versions of core documents on request. The manager and five care staff speak Welsh fluently so children can communicate in Welsh.

Care staff are aware of children's health needs prior to them using the service. They consult with health professionals and families to support children's physical well-being and emotional health needs. Care staff work very closely with agencies to ensure support for specific and complex issues is consistent and informed by appropriately qualified professionals. Care staff undertake training relevant to the needs of children in their care.

Care staff devise activity planners to encourage participation in individual or group activities. The manager is sourcing additional activities in the community to increase children's recreational experiences. All the children using the service attend Ysgol Plas Brondyffryn and there is effective communication between care staff, education professionals and the inclusion team to ensure consistency in how they support children.

Children experience safe and nurturing care as there are systems in place to protect children from harm and abuse. This includes policies and procedures, and all care staff complete safeguarding training during induction, which is refreshed regularly.

Children live in accommodation which is suitable for their needs and supports them to achieve well-being. The service is welcoming, clean and children's rooms are personalised to their tastes. Children have enough space to socialise or to spend time on their own. The service contains equipment and facilities that encourage their independent living skills.

Care and Support

The arrangements for children to begin using the service are very good. The service provider obtains relevant information from various sources on which to base the decision whether the service is suitable. The manager checks referral information from local authorities and meets with the family to find out about their child's needs and preferences. Children visit the service to meet with care staff and other children, and familiarisation with the service is at their pace. The manager is developing the matching documentation to clearly show how compatible children will be with other children and the environment, staff skills, experience and training.

There is a stable care staff team who know the children very well and have formed positive relationships with them. The management and care staff recognise children's uniqueness and work with them to promote their confidence and self-esteem. Children have individualised personal plans which include risk assessments and positive behaviour support plans. Children are making progress, and the service provider is developing a system to better evidence their achievements. We saw the manager and care staff engaging with children with warmth and the appropriate use of gentle humour. A social worker commented: *"I have had numerous young people accessing the service over the years and acknowledge that it is a positive experience for both the young people and their families. I also enjoy seeing how the young people progress over time as the service is very child focussed."*

Care staff are responsive to emerging health needs and the manager ensures suitable follow up action in relation to changes in children's behaviour. External professionals oversee children's emotional and physical health, and the care staff team liaise with the school's inclusion team who provide advice for care staff tailored to children's individual needs. Care staff receive relevant training in all aspects of children's needs and there is effective communication in team meetings to make sure there is consistency in their approaches. A parent commented: *"They take time to understand how to best meet the needs of every individual child."*

There are robust systems for the administration and storage of medication. The service promotes hygienic practices and manages risk of infection. An infection control policy is available and care staff have access to personal protective equipment and cleaning products.

Environment

The service provides suitable accommodation for up to twenty-four children at a time. There are six separate ground floor flats, which can accommodate four children in each, although not all the flats are currently being used. The living areas are attractively decorated and furnished; however, the bathrooms, toilets and kitchens are looking tired and would benefit from refurbishment. Each flat comprises of four children's bedrooms; an open plan living room/diner/kitchen; a bathroom and a separate toilet. There is a digital immersion room, but we were told the immersive technology is currently not working, but children use other equipment in the room. Children access a hall that is used for indoor physical games and film nights. Externally, there is a large, enclosed garden which features outdoor play equipment. Also located in the building are offices and meeting rooms as well as bedrooms for staff undertaking sleeping in duties. Children are looked after in an accessible, pleasant, and welcoming environment which enhances their well-being.

The kitchens and are clean, hygienic and contain a good range of appliances, and the living rooms are comfortably furnished. The service has sufficient vehicles for children to attend activities, although care staff also support them to use public transport as part of developing their independence.

Health and safety checks of the premises are completed. The manager and care staff identify and report maintenance work and environmental hazards to Denbighshire County Council. There are two office spaces available within the service, providing space for confidential meetings and discussions. Written records confirm checks relating to fire safety and the testing of electrical equipment and the boiler are completed. Fire drills are conducted regularly.

Leadership and Management

There are appropriate numbers of care staff available to ensure children receive care and support in accordance with their needs and local authority commissioning arrangements. Care staff complete a probationary period before being confirmed in post. Newly employed care staff complete the service's induction programme and the Social Care Wales induction framework and are encouraged and supported to gain relevant qualifications. Team meetings are held weekly, and the manager also undertakes sleep in shifts each week so they can see how the service operates during the evenings and can speak with night care staff.

Care staff spoke very positively about the manager and the support they receive. Most staff who completed the Care Inspectorate Wales (CIW) surveys described the standard of support and opportunities for learning and development as excellent. Some said the flats could be improved by being refurbished and suggested children would benefit from having access to tablet computers and better internet access. Currently, there is one computer in each flat for children to use and for care staff to complete records.

Care staff receive regular supervision and training. Supervision takes place every term and covers areas such as work practices, children's needs, and professional development. Care staff have access to a variety of training opportunities.

The service provider has ensured there are good governance arrangements in place for the safe and smooth operation of the service. There are established routines and structures and a calm, positive, nurturing culture. Parents describe the service as excellent, and many stated they would benefit more if they could access the service at weekends and school holidays.

There is effective oversight of the service. The head teacher visits the flats regularly but on a formal basis, every term to speak with children, the care staff, the manager, and check records. Additional visits are completed by school governors, who also provide reports of their findings. The manager has completed a quality-of-care review and the detailed report of the findings provides an assessment of the standard of care and is used as a basis for service development and improvement.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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