



# **Inspection Report on**

**Amberleigh Care - Golfa Hall**

**Welshpool**

## **Date Inspection Completed**

06/03/2024

**Welsh Government © Crown copyright 2024.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk) You must reproduce our material accurately and not use it in a misleading context.*

## About Amberleigh Care - Golfa Hall

Type of care provided	Care Home Service Children's Home
Registered Provider	Amberleigh Care Limited
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	14 June 2022
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

Children benefit from consistent and meaningful relationships. Children's voices are heard and respected. They make progress towards achieving their positive well-being outcomes because care is tailored to individual needs. Children are regularly consulted on matters important to them, and they always receive a response to any requests made.

Thorough and diligent matching assessments prior to admission mean children are well matched. Initial assessments inform the provider assessment and personal plans. These are meaningful and personal to individual children. Well-being outcomes are discussed and agreed.

Care staff benefit from a team approach to looking after individual children and they successfully create a community. Information is readily available and processes for review and consultation alongside therapeutic services are coherent, and meaningful. Care staff attend quality training and this enables them to be competent in their role.

The individual living accommodations are welcoming and comfortable. Children's individual bedrooms reflect personal taste.

The Responsible Individual (RI) and management team have outstanding oversight of the service. The registered manager and their deputies know the service well and set a high standard, supporting consistent routines in the day-to-day operations.

## Well-being

Children benefit from consistent guidance and support. They experience exceptional experiences and have control over their day-to-day life. Through well planned processes and positive experiences children are learning how they can positively impact and shape their lives. They learn valuable and essential skills which will support them as they progress to independence. We saw ample evidence of how children's individuality is recognised and carefully considered. Children are provided with well thought out tasks and responsibilities that will help them to continue to make progress.

Children have access to various health and social care services as and when required. All information relating to their health and well-being is recorded within their care files. They are encouraged and supported to lead a healthy lifestyle. Taking part in physical exercise is part of everyone's weekly schedule, and meals are freshly prepared. Children learn valuable independence skills through helping to prepare specific meals, and they proudly told us what tasks they had completed in preparation for lunch. At the end of the school day children can choose from a wealth of different activities and can be taken to various locations. We saw an enthusiastic game of football being played by the care staff and children.

Children make progress because of well-planned education provision and an effective close working relationship between the home and school. All children attend the provider's school provision located on the same site. Care staff and education staff liaise daily to provide updates on children's progress and achievements. End of day meetings between care and education staff and children provide an opportunity for reflection, and this ensures everyone is fully aware of the day's events, what support children have benefited from and enables everyone to move on positively.

Children have regular and meaningful opportunities to express their views. All are allocated a key worker and have weekly therapeutic sessions. The therapeutic community model informs the environment and is part of the intervention. Children attend twice weekly community meetings, where they take responsibility for running the meetings and appoint each other into specific roles, such as chair and minute taker. Issues can be raised, and these will be taken to care staff or resolved within the meetings. The meetings create a safe space for children to deal with day-to-day issues they may feel are having an impact on them. Children respect each other's views and feelings and agree how they move forward as a community. They also have access to an independent advocacy service and are involved in reviews about their progress.

We saw children engage in meaningful conversations with each other, reflecting on the day's events, be it challenging or positive, and they helped each other to move forward positively. They support each other and can turn to care staff who are always there to help and guide the children. Care staff are positive role models and are child-centred in their approach. They treat children with respect, understanding and were patient in their approach.

The service has relevant policies and procedures in place to ensure children are safeguarded from harm. Care staff have access to safeguarding training and the provider's safeguarding and whistleblowing policies. They told us they would confidently follow the procedure.

## Care and Support

The service follows a thorough and diligent admission process. They carefully consider children's support needs and whether the service has the suitable resources to meet identified needs, and whether children will be compatible with the therapeutic community and individual children already living at the service. Information is gathered from various sources, enabling the service to form a comprehensive overview of presenting needs. All elements of the service caring for the children are invited to contribute to the initial assessment. The information gathered forms part of the initial personal plan and the comprehensive and detailed provider assessment. A Referrals Manager oversees the referral and admission process.

Personal and therapeutic plans are linked to well-being outcomes. The service provides a multi-disciplinary, holistic approach towards children's identified care, educational and therapeutic needs, and is an accredited Therapeutic Community with the Royal College of Psychiatry. Care staff are kept informed of children's progress daily and have regular conversations with the education and therapy teams. Risk assessments are updated regularly, they clearly document what support is required, and the information is shared with care staff promptly. We saw a significant improvement in care staff signing risk assessments to evidence they had read and understood the content.

Children are positively encouraged to contribute to their personal plans, and the review process. They evaluate the progress they have made and receive detailed feedback from their care team. The progress they have made is clearly documented and there are goals to support them to continue to make progress.

Care staff strive to provide a homely environment. The atmosphere is relaxed and caring. The care staff team is consistent, and this is evident in the warm relationships established with the children. Care staff work closely with children's families and local authorities to ensure all parties are updated about their progress or any issues. Care staff go above and beyond to support children to feel valued and cared for. They are confident in their roles, meaning children benefit from a stable environment where they can fulfil their potential.

Prescribed medication is stored securely, care staff receive medication training and medication audits are completed. Medication administration record (MAR) charts are used and mostly contained accurate information.

This is an English-speaking service, but consideration is given to the Welsh language. There are a few care staff who can speak basic Welsh and the provider does have some paperwork available in Welsh, but the service does not currently provide an 'active offer' of the Welsh language.

## Environment

Children live in suitable, safe accommodation that supports them to achieve well-being outcomes and promotes their independence. The service can look after up to 19 children across two houses set in large grounds in a rural location on the outskirts of a small town. Also located on site are a detached school building, a therapy cottage, detached office and meeting spaces, and various workshops and storage facilities.

Both accommodations are spacious, clean, suitably decorated, well-furnished and contain various facilities to further develop children's independent living skills. There are ample areas within the home where children can socialise or have time away from the main group. The provider has a maintenance team available and relevant health and safety checks are identified and completed in a timely manner.

The main building, the largest of the properties can accommodate up to 12 children, and the second house usually accommodates seven children / young people who are preparing for independence. Children living in the main building have access to several communal areas, meaning they can choose where and how they want to spend their time; all are furnished to a high standard. They have access to a wide range of resources appealing to their interests. The large dining area is used for most mealtimes, and is the hub of the home, with children and care staff coming and going dependent on what their plan is for the day. We saw children enjoy playing music on the keyboard whilst others played a variety of boardgames. The resident dog is also a regular feature during the day, children are eager to spend time and help take care of the dog. We saw both children and care staff are familiar with the dogs' risk assessment and specific expectations, such as, the dog must be inside whilst the children play ball games outside. All the children are clear on the rules and what is expected of them.

All living areas presented with a homely feel, photographs of children can be seen on display, and children told us how they had helped to choose various items for the home. Older children have access to additional areas, reflecting their level of maturity and their progression towards independence. The service is in the process of replacing worn carpet in the main communal areas.

Children's bedrooms are personalised, and choices given to the colour they would like their rooms and all have en-suite. Bedrooms reflected children's personalities and the majority included fishtanks. One child took great pride in showing us the different types of fish, they stated "*I like having a fish tank in my room*"..

The service is based on 8 acres of land and provides children with plenty of opportunities to engage in various activities which promote skills and development. The outdoor area comprises a chicken shed, football area, barbecue and seating area and a large field for playing games. There is also a large shed, storing bicycles and camping equipment. The manager told us the children had helped the maintenance team to build the new pergola.

Health and safety checks of the premises are completed. The provider's maintenance team completes environmental checks and audits, and children and care staff told us identified work is completed in a timely manner. Written records confirm checks relating to the testing of electrical equipment and fire safety are completed. Work has recently been completed on making sure all individual showers operate safely within specific set water temperatures. Procedures are also in place to ensure confidential and sensitive information is stored securely.



## Leadership and Management

The service provider has robust quality assurance systems in place to monitor the operation of the home, and ensure they deliver high quality care and support to children. This provides a sound basis and ensures quality care and support for the children. Regular feedback is sought from both care staff and children. Those working at the service told us how much they enjoyed their work and feel part of a team. The responsible individual (RI) is a regular visitor to the home and attends significant meetings regularly.

The registered manager is confident in their role, and they are well supported by deputies and seniors. They go above and beyond to ensure children flourish in their care, and children benefit from meaningful and exceptional experiences. They are competent and skilful in their day-to-day responsibilities. Every six months, the manager completes a comprehensive review of the quality of care provided at the home. This is based on feedback from children, their representatives, examination of records and care staff practice. The review focuses on the experience of children, the morale of care staff and identifies areas for the development of the service. An appointed independent visitor completes a detailed and thorough assessment of the home every three months, the report is shared with key individuals who provide a response and take prompt action if required. Reports are detailed and evidence exceptional knowledge of the service, how it operates, and knowledge of individual children living in the home. A Quality and Compliance officer complete regular audits and reports to the service provider.

We saw ample evidence the service provider consults and listens to care staff on a broad range of matters. The service provider diligently responds to issues raised, acts if needed or provides a measured response. A monthly management meeting is chaired by one of the provider's Directors and reports are completed. This is in addition to regular team meetings which follow a schedule dependent on the focus of the meeting.

Overall, there are appropriate numbers of suitably fit care staff. There is consistent and strong leadership, which sets high standards and facilitates effective use of resources. Staff rota records show children receive care and support in accordance with their needs and commissioning service's arrangements. The provider has successfully recruited new members of care staff. Safe recruitment checks are followed with required information available on care staff files. Newly employed care staff complete the provider's induction programme, and they told us how they felt they had benefited from the support provided '*I never thought I could do this job, I was nervous, but the support and training has made me realise I can*'. Care staff spoke very positively about working for the provider.

Care staff receive regular supervision and training. They receive consistent supervision, both individually and as part of a group. Records are detailed and evidence that where needed poor practice is challenged and addressed. The staff training record shows care staff have access to a variety of training opportunities. Care staff told us the quality of the training is very good and informs their practice. The home is also currently actively engaged in research projects to keep developing the fields of practice and leaders have delivered specialist Harmful Sexual Behaviour training to local authority staff across Wales.

Summary of Non-Compliance	
Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
N/A	No non-compliance of this type was identified at this inspection	N/A

### **Was this report helpful?**

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** Insert\_Report\_Published\_Actual\_Donot\_Delete