



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

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Care Standards Act 2000

Inspection Report

Gerddi Glasfryn
Gwynfryn Site
Nantglyn Road
Denbigh
LL16 4ST

Type of Inspection – Focused
Date(s) of inspection – Monday, 19 October 2015
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Summary

About the service

Gerddi Glasfryn is the residential facility at Ysgol Plas Brondyffryn and provides accommodation for 24 children and young people (hereafter referred to as young people) with autistic spectrum disorders (ASD). The young people may stay for between one and four nights each week during term time. The accommodation is organised into 6 flats, which can each accommodate a maximum of 4 young people. The service is provided by Denbighshire County Council and is located in Denbigh, North Wales. The head teacher is Isabel Barros-Curtis and the head of care is Janet Jones.

What type of inspection was carried out?

This was an unannounced inspection focussing on the theme of quality of life. The inspection took place on Monday 19 October 2015 from 1.55 to 20:10 and was carried out by 1 inspector.

We (CSSIW) read:

- The statement of purpose for the service
- The young people's guide
- A sample of young people's case files
- Reports of visits made to the service by governors of the school.
- The service's self evaluation review report and development plan.
- The home visit /induction pack used by staff and parents
- The care staff induction pack
- The community activities timetable

We spoke with:

- The head teacher, the head of care and members of staff

We observed:

- The interaction of staff and young people
- The weekly staff meeting.

What does the service do well?

- The use of a home visit /induction pack allows staff to gather information about a young person and their needs before their first stay.
- Recognises the individuality and needs of each young person and treats them with dignity and respect.
- Activities are well organised, varied and encouraged young people to try new things and extend their skills.
- The behaviour of each young person is observed and recorded and this informs the development of care plans and targets to support their progress.
- Young people whose first language is Welsh are supported by Welsh speaking staff.
- The care staff induction pack promotes understanding of the expectations of staff and helps to promote consistency in the care provided.

What has improved since the last inspection?

- Staff receive supervision every half term and are appraised annually.

What needs to be done to improve the service?

No areas of concern were identified at this inspection.

We conclude that the service is providing a high standard of care.

Quality Of Life

Young people and their parents can be assured the young people who use this service have positive experiences, and will be treated with respect and sensitivity by staff who genuinely care about them.

Young people can be confident that staff provide appropriate, calm and responsive care because they have an understanding of the young people's individual needs and preferences. This is because before a young person stays at Gerddi Glasfryn a visit is made to their home to allow staff to gather information about them and for parents to understand the nature of the service. This information is brought together, with contributions from other agencies, to inform the young person's individual care plan. These plans focus on the health and wellbeing, behaviour and communication needs of the young person. It was clear that staff knew the young people in their care well and were caring for them in line with their care plan. We saw that staff interacted with young people in a very nurturing, responsive and sensitive manner. Young people are at the centre of the service and staff considerations and care in how they introduced us to the young people in each flat, reflected how they understood that the young people and that their needs and routines, were the priority.

On arrival from school at the start of their stay young people were helped to unpack their cases and to have a snack. A room is prepared for each young person for their stay with their choice of bedclothes and personal items such as family photographs and soft toys. The young people were seen to be comfortable with carers that they knew and in the familiar environment. We saw that they chose what they would like to eat and drink. They were being supported to build their independence skills by for example helping to prepare the evening meal, clearing the table and loading the dishwasher. Staff were aware that each young person liked to do different things after school. These included playing a computer game, watching TV, being in their bedroom or outside in the garden. Where appropriate staff were building in time without direct supervision and we saw that this was well judged in respect of keeping the young people safe while allowing the young person freedom of choice. Staff actively consulted with the young people throughout the inspection, talking to them and asking what they wanted. The young people were able to choose the activities they would like to participate in, and staff were deployed effectively to ensure that this happened.

Young people have opportunities to experience a sense of achievement because independence and self help skills are supported and we learned that some young people had made significant progress and increased their self-confidence as a result. Most of the young people were relaxed and where they appeared anxious or unsure of what they wanted to do we saw that staff were skilled in understanding how a diversion or an activity could help to reduce anxiety and have a calming effect. This reflected staff knowledge of the individual young person and how best to support them.

Some of the young people who stay at Gerddi Glasfryn have complex communication needs and the staff are trained to support communication with the young people through Makaton and the Picture Exchange Communication System (PECS). Young people for whom Welsh is their first language were spoken to in Welsh. Signage supports the young people for example with labels on bedroom doors and kitchen cupboards and picture schedules in bathrooms. Where appropriate young people were supported with individual schedules which helped them to organize and structure their evening. We saw one young person who worked almost independently through their arrival schedule in the flat, unpacking, getting a snack and choosing an activity. The young person had a sense of independence, purpose and achievement at removing each task from the schedule as it was completed.

We saw that there was recording of observations of young people's behaviour and that these were used to inform overall analysis of behaviours and any patterns of incidents. Protocols for care were in place and there was clear information about each young person including a 'night profile' summary for the waking night staff.

There was evidence of good communication between the residential unit and the school to ensure that the care plans are devised for both settings to provide consistency. Diaries or notebooks are used to share information three ways between Gerddi Glasfryn, parents and the school. It was clear from the exchanges in the books that staff have friendly and supportive relationships with parents, and that the parents value the staff and the service provided. Where comments raise any questions or issues regarding the young person these are addressed by the staff to ensure that communication is effective and resolves any queries.

Throughout the inspection we found that young people were treated with dignity and respect. This encompassed for example the way that they were spoken to and their physical dignity regarding their clothing. We observed the administration of medication to a young person which was handled with a clear routine, explanation to the young person and an acknowledgement of their rights. We saw on one young person's file a letter from GP to confirm that giving a medication in the young person's food acknowledged that the child knew this was being done and it was appropriate for the medication.

Young people can be confident that they will be active and stimulated during their stays. They can experience a range of activities in their flats, more communally in the large hall or in the large garden at Gerddi Glasfryn. In one flat young people were sorting and counting out spring bulbs so each of them would plant a tub of spring bulbs for outside their flat. The service also promotes young people having an active lifestyle by accessing off site leisure facilities and activities. These include skiing, horse riding, climbing, cycling and swimming. Staff also organise trips to the park, picnics, meals out and shopping trips. We saw young people getting ready to go to a local Buzz disco and it was clear that it was a regular event that they looked forward to. Photographs on display and in individual records illustrate what young people have been doing and what they have achieved. These serve visual prompts for young people to talk about.

Young people can expect to be provided with a nutritious and varied diet that takes into account their preferences. We joined the young people and staff in one of the flats for tea and staff explained that they try to encourage the young people to eat healthily and to try different foods. We saw that they were having some success with this. Fresh fruit and vegetables were evident and we learned that staff have worked to ensure that the young people have more exercise and enjoy a better quality of life.

Quality Of Staffing

This inspection focussed on the quality of life in the home. CSSIW did not consider it necessary to look in detail at the quality of staffing on this occasion.

This theme will be considered at future inspections.

Quality Of Leadership and Management

This inspection focussed on the quality of life in the service. CSSIW did not consider it necessary to look in detail at the quality of leadership and management on this occasion.

This theme will be considered at future inspections.

Quality Of The Environment

This inspection focussed on the quality of life in the home. CSSIW did not consider it necessary to look in detail at the quality of the environment on this occasion.

This theme will be considered at future inspections.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.

