



Inspection Report on

Cambian Pengwern College Main Campus

**Cambian Pengwern College
Pengwern Hall
Bodelwyddan Road
Rhyl
LL18 5UH**

Date Inspection Completed

6 November 2023.

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About Cambian Pengwern College Main Campus

Type of care provided	Care Accommodation Service Adults and People Without Nursing
Registered Provider	Cambian Whinfell School Ltd
Registered places	20
Language of the service	English.
Previous Care Inspectorate Wales inspection	13 February 2023.
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Pengwern College can provide care, support, and education for twenty people between 16 and 25 years of age who may have autism spectrum disorder and speech, language, and communication difficulties.

The purpose of this inspection was to consider the progress made following the February 2023 inspection which addressed the Priority Action Notices and Improvement Notice. Additionally, it was to assess whether the areas for improvement specifically relating to the well-being, care and support, environment, leadership, and management had been developed further.

This inspection confirmed people's wellbeing outcomes are met, care staff provide safe care and support and there are systems and processes in place to ensure the performance of the service is monitored. There are a range of records that demonstrate how people are cared for and how their needs are met. The head of care and Responsible Individual have oversight of Pengwern College.

Well-being

People can communicate in their preferred method of interaction. Care staff are trained in using different styles of communication both verbal and non-verbal which support people to convey their choices, wishes and feelings. Care staff demonstrate an understanding of people's individual communication needs and how to facilitate communication when people are trying to tell them something.

People are supported to participate in their chosen social and leisure interests. They are encouraged to take part in activities in their accommodation and in the community. Care staff help people to have freedom of choice and control over the activities they choose to take part in. Activities are planned with people in advance based on their interests.

Care staff support people to develop and maintain relationships to prevent social isolation. They are supported to follow interests and take part in social and cultural activities relevant to them. People are supported to make and maintain relationships with others at Pengwern and care staff support them to spend quality time with their relatives. There are appropriate systems and processes to enable care staff to safeguard people at risk of abuse. Risk assessments include known risks and behaviours and a guide for care staff on how to manage these safely.

People have health plans which are used by healthcare staff and care staff to support them in the way they need. They have a range of medical diagnoses and associated conditions, such as autism spectrum disorder, and staff are trained to support specialist needs. People are supported to attend annual health checks, screening, and primary care services and have hospital passports. People are referred to health care professionals to support their wellbeing and help them to live healthy lives. A healthcare professional, who is employed at Pengwern, supports people with their everyday healthcare needs.

People are supported to do as much as they can and want to do for themselves. Their records contain information about the level of independence in the key tasks of daily living and the support they require from care staff when they cannot manage these by themselves safely. Care staff provide people with personalised, proactive, and co-ordinated support in line with their communication and personal plan. Care staff explain their role in respect of individual people without having to refer to documentation because they have worked with people and know them, their needs, and their preferences well.

Care and Support

People can be confident they will be cared for in line with their needs as the personal plan reflects how their care and support is to be provided. Care staff empower people to make their own decisions about their care and support, and care staff are familiar with people's capacity to make decisions through verbal and non-verbal communication.

There are records of discussions regarding whether people are compatible to live together. Compatibility meetings take place to assess the known individual behaviours and needs of people involved. There is evidence new referrals are reviewed, and when these are not compatible with people already living at Pengwern, a decision is made not to admit. This demonstrates management respect people's welfare. When new referrals are accepted, pre-admission assessments are comprehensive and provide information about people's needs, behaviours, routines, and the compatibility of new admissions with people already living at Pengwern. Following a successful admission to Pengwern, a provider assessment is developed which includes information on how the service can provide safe care and support.

People are cared for by care staff who have completed training to enable them to understand and respond safely to their needs and behaviours. Care staff receive training in equality and diversity and understand how to apply this into practice. We observed people receive kind, compassionate care from care staff who use positive, respectful verbal and non-verbal communication which people respond well. People's behaviours indicate they are happy with the care staff team supporting them. It is evident, people and care staff know each other well and care staff show warmth and respect when interacting with people. People are given choice, time, and space to decide, they are not hurried and can-do things in their own time and at their own pace. Care staff are calm, focussed, and attentive to people's emotions and support needs such as sensory needs.

Environment

Pengwern College is in an area where people can access a variety of amenities. There are security arrangements which ensure people are safe and secure without compromising their rights, privacy, and dignity. The main entry to Pengwern site has an electronic gate and code and pass system which ensures unauthorised people cannot gain entry. People can use the outdoor space, and outdoor gymnasium facilities, and there is appropriate garden furniture to relax. People live in a safe, clean, well equipped, furnished, and maintained environment. Their bedrooms are furnished with health and safety in mind to ensure they are safe and personalised to meet individual needs.

The routine maintenance, servicing and testing of equipment provides people with a safe and secure environment. There are systems and processes to identify risks to health and safety within each accommodation. The environmental policies and procedures are being followed by care staff and this promotes good health and hygiene. The interior of each accommodation is comfortable and maintained to a good standard. There are cleaning programmes in place, and standards of hygiene and infection control are maintained. Systems have been established to monitor levels of cleanliness and to act where shortfalls are identified. Care staff check people's bedrooms to confirm they remain safe, clean, and tidy, and to ensure items that can be used to cause injury or harm are removed.

There are arrangements to ensure any immediate repairs and works arising are identified, reported, and addressed in response to the level of urgency. This maintains the safety and well-being of people, care staff and visitors to Pengwern college. A maintenance team oversee skilled maintenance work and all aspects relating to the health and safety, fire safety, and electrical safety.

Leadership and Management

People, their families and representatives can be assured the governance is effective which in turn provides good outcomes. There is person-centred care, learning and innovation which promotes an open and fair culture. The manager continues to endeavour to instil a culture of care in which care staff value and promote people's individuality, protect their rights, and enable them to develop and flourish. Care staff told us the manager is approachable and takes a genuine interest in what people, care staff, family, and healthcare professionals have to say. Care staff feel respected, supported, and valued which supports a positive and improvement-driven culture. They feel able to raise concerns without fear of what might happen as a result.

People, care staff and those important to them, can raise concerns and complaints easily to the service provider. The service has systems in place to manage concerns and complaints, investigate them, learn lessons from the results and share learning with the whole team and the wider service. However, anonymous concerns continue to be submitted to Care Inspectorate Wales, a high number of these are not related to safeguarding and should be reported directly to Pengwern College.

People are supported by care staff who receive training in evidence-based practice. This includes training in the wide range of strengths and vulnerabilities people with a learning disability and / or autistic condition may have. New care staff have been provided with shadowing experience, an induction, and support in the form of continual supervision, and recognition of good practice. There are opportunities for care staff to progress their careers if they want. The service has a clear procedure for team working and peer support which promotes good quality care and support.

Governance processes are effective and hold care staff to account, maintain people's health and safety, protect people's rights, and provide good quality care and support. Care staff deliver good quality support consistently to people. The manager has sought feedback from people and those important to them and uses the responses to improve the service. The manager engages with family members so they can share their views and discuss those views with care staff to further improve the service provided. The Responsible Individual visits the service and reports on their findings.