



# Inspection Report on

**Aran Hall School Ltd**

**Dolgellau**

## **Date Inspection Completed**

21/09/2021

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## About Aran Hall School Ltd

Type of care provided	Care Home Service Childrens Home
Registered Provider	Aran Hall School Ltd
Registered places	18
Language of the service	English and Welsh.
Previous Care Inspectorate Wales inspection	21/06/2018
Does this service provide the Welsh Language active offer?	Yes

### Summary

Aran Hall is registered to provide care for 18 children and young people (hereafter-referred to as young people) of both genders between the ages of 11 and 21 years. The service provides education, care and therapy for young people who have a range of learning disabilities, autistic spectrum disorders and associated challenging behaviours. Mark Flynn is the responsible individual for the service, and there is a manager who is registered with Social Care Wales.

Young people are happy, healthy and safe. They have a voice and, as far as practical, control in making decisions about their lives. They know and understand what care, support and opportunities are available to them. The leadership and management of the service is effective. Young people can be confident they receive quality care from a service that sets high standards for itself.

## Well-being

Young people have a personal plan, which includes information about what is important to them and what care staff will do to support them. The manager and care staff listen to the young people's views and take action to make changes. Tros Gynnal Plant advocacy service, visit once a month to consult with the young people. This allows young people an independent platform to express their views, feelings and wishes about their care and support. Young people's social workers visit the service, are in regular contact with them, and care staff. Social workers provided feedback to CIW about the service; all were positive and made reference that young people's behaviours have improved since being at Aran Hall.

Young people's health, social and behavioural needs are met. Young people, their family and representatives have opportunities to be involved in the care planning and development of personal plans. Care staff consult with health professionals to ascertain relevant information and for advice and guidance on how best to meet any change in behaviour. A child and adolescent psychiatrist visits regularly to speak with the young people and provide advice and guidance to care staff. The young people are registered with the local health centre, the dentist and optician. Moreover, care staff have received a variety of additional health training to reflect young people's health needs.

Young people living at Aran Hall are able to receive a service through the Welsh language. A majority of the care staff and education staff are Welsh speakers and therefore the 'Active Offer' of Welsh is available at all times. As a result, key worker sessions, statutory meetings and young people's education is available through the medium of Welsh.

Young people can be confident their safeguarding needs are protected. Care staff are aware of how to ensure young people remain safe, in following individual personal plans and risk assessments and how to take action if they are concerned for their welfare. Care staff have completed mandatory children's safeguarding training and a variety of additional training to reflect young people's risky behaviours. Effective interagency working and information sharing takes place where a young person requires additional support (early intervention) or there are concerns they are at risk of significant harm (safeguarding) is an active quality of the service.

Young people have classroom education and are supported on a minimum ratio of one care staff to one young person (1:1). On reaching the age of sixteen, young people are supported to attend further education. In addition, young people are able to have work experiences with businesses in the local community, for example, cafes, garden centres, shops.

## Care and Support

Aran Hall use a behaviour rewards points system. The system involves tracking the actions of young people over a period with incentives for good behaviour and consequences for poor behaviour. By providing this structured method, the young people are learning new behaviours that are acceptable and respectful. The manager uses the school's electronic system for recording data and incidents and this allows them to identify patterns of behaviours and intervene early as a preventative measure.

Young people have community meetings once a week that are attended by care, education and management staff. Items for the agenda include, menu planning, activity planning, decoration of the care home, item purchases and education. Community meetings are a useful platform to empower young people to have an active voice in their care as well as learning key social skills in a structured environment. Young people can provide feedback to care staff on aspects of their care, both verbally and in writing / via email.

Key workers are allocated suitably to each young person. Key workers have a central role in respect of each young person in acting as an advocate for the young person, and attending all reviews and key meetings. Key workers act as role models, assessing a young person's ongoing needs, supporting family contact, establishing guidelines for behaviour, overseeing the placement, collating information for the placement planning meetings.

Young people are supported by sufficient numbers of care staff. During daytime care hours (8am to 10pm), the safe assessed staffing level is 1:1. This ensures that sufficient care staff are on duty to meet the day-to-day care needs and activities planned for the young people. At night, the ratio is six care staff on duty, often with an additional waking night staff member.

## Environment

Aran Hall main building consist of a large Victorian stone construction and a separate build encompassing a self-contained independent living unit and office area. Aran Hall is located in its own substantial grounds within the Snowdonia National Park.

Education takes place in a range of separate school buildings situated behind the main Aran Hall building. The home occupies a site of approximately three and a half acres. The houses of Buzzard and Eagle have easy access to adjoining play areas for the young people. The young people of Robin, Raven and Dove have outside access to the grounds, which consist of a hard patio area, large grassed area and bike track. Each young person has their own bedroom, which they are encouraged to personalise. Young people are actively encouraged and supported to pursue their hobbies and interests within Aran Hall and the community.

Young people live in suitable accommodation that is safe and supports them to achieve positive well-being outcomes. The accommodation is clean, tidy and bedrooms are suitably furnished according to the behaviours or risk young people pose to themselves, and according to their health needs. Young people have enough space to socialise or spend time on their own. Relevant health and safety checks are completed, and the maintenance team undertakes any repairs or works required to the home swiftly.

Policies and procedures are in place, which promote hygiene and take into account current legislation and guidance, for example, those that relate to food handling, hand washing, and cleaning. Health and safety policies are followed to encourage and support the wellbeing of young people and care staff. There are contracts in place for the regular servicing of the heating, electrical installation, water supply and fire safety equipment. There is a fire risk assessment and care staff organise fire drills and regular testing of fire safety equipment and smoke detectors.

## Leadership and Management

The leadership and management of the service is effective. The provider has quality assurance systems in place to monitor the operation of the home and maintain high standards. The responsible individual visits the home in person and reports on their findings within the regulation timescale. They speak with the young people, care staff and the manager. The service provider arranges for an independent person to visit the home every month to complete an audit of the service and produce a report of their findings. This provides an external overview of the service's operation to identify further developments. The manager provides a report based on their findings, which supports the three-tier quality assurance system to be effective.

A copy of the statement of purpose is readily available to young people who use the service, care staff and any representative who may request the document. The provider sets out how the home will meet the needs of young people in the statement of purpose. The children's guide is in a young person friendly format and explains what is available to young people and how they will be supported.

The provider has effective procedures to support care staff. They provide suitable training and guidance to equip care staff to provide the right care for the young people. Supervisions include discussions about the young people, practice, training needs and care staff's personal well-being. The manager makes use of team meetings to review processes such as recording systems so care staff can discuss any issues and identify improvements. Care staff told us the quality of the training is good, and the individual supervision meetings and team meetings are valuable for discussing the young people's progress and how best to support them.

The majority of care staff are qualified and registered with Social Care Wales with a minority working through the induction framework with Social Care Wales. Care is provided 1:1 to young people. Records and discussions with care staff confirm they demonstrate competence and skill in their practice to provide the level of care and support required to enable young people to achieve positive well-being outcomes.

There is a consistent management team, which sets high standards and there is effective use of resources. Care staff told us the standard of support from management is high, and both the manager and the Principal of the service are visible and approachable. Care staff told us they work well together as a team and enjoy their work, and morale within the team is high. We saw care staff communicate effectively with each other and complete daily tasks for each young person.

**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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