



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Cariad Fostering Ltd

Sony UK Centre
Pencoed Technology Park
Pencoed
CF35 5HZ

Type of Inspection – Focussed
Date(s) of inspection – 2 May 2013
Date of publication – 28 August 2013

You may reproduce this Report in its entirety. You may not reproduce it in part or in any abridged form and may only quote from it with the consent in writing of Welsh Ministers

Please contact CSSIW National Office for further information
Tel: 0300 062 8800
Email: cssiw@wales.gsi.gov.uk
www.cssiw.org.uk

Summary

About the service

Cariad Fostering Limited was registered as an independent fostering agency in February 2009. The agency is based in an office in the Sony UK centre, on the Pencoed Technology Park, on the outskirts of Bridgend, near to the M4. The agency is managed by two directors, one of whom is the responsible individual, Yvonne Krip, who manages the administration of the agency. The other director, Susan Richardson is the registered manager, who is responsible for the day to day management of the fostering agency. Cariad is a small agency with thirteen foster carers at the time of the inspection and provides a range of services for 'looked after' children between the ages of 0-18 years. Cariad has been selected to join the Children's Commissioning Consortium Cymru Framework Agreement as a Tier 1 provider. The agency has also achieved the Investors in People award.

What type of inspection was carried out?

An announced focussed inspection was undertaken as part of CSSIW's schedule of annual inspections. Methodology used included:

- Meeting with foster carers.
- Some discussion with young people.
- Meeting with the registered manager and the responsible individual.
- Brief discussion with the two supervising social workers.
- Examination of three foster carer's files and three children's files.
- Discussion with social worker from a local authority.
- Examination of the service data and self- assessment information.
- Examination of the review of quality of care report undertaken in February 2013.

What does the service do well?

- Because the agency is small, staff have an in depth knowledge of the foster carers and children in placement.
- Excellent support is offered to foster carers.
- Matching is a high priority and although the agency has a number of vacancies, some would not be filled because it would not be in the best interest of children that were already placed, to have children placed alongside them.

What has improved since the last inspection?

An additional supervising social worker has been employed.

What needs to be done to improve the service?

There were no issues of non-compliance to report.

Quality of life

Overall, we (CSSIW) found that the welfare and needs of young people is central to the care which is provided at this agency. The child centred approach by Cariad promotes the emotional and physical well being of the children and young people in placement. Very good arrangements were in place for ensuring that young people, foster carers and significant stakeholders were consulted with and listened to, ensuring that the well-being of young people was promoted and protected. The agency actively sought the opinions of young people and carers. Children were sent questionnaires as part of the foster carer's annual review which gave them an opportunity to have their views on the care provided, listened to. One young person who was in a long term placement, commented on feedback for the foster carers annual review, that he had a very good relationship with his carers and described them as caring, understanding and loving. Another young person commented that they felt listened to and understood. We saw several examples of young people being supported in ensuring their voices were heard and they were listened to. We saw one example of a young person who had wanted to return back to his carer every night instead of staying in a residential school during the week. His foster carers supported him when he sent a letter to his social worker requesting this. He has been involved in meetings and all discussions with his social worker, CAHMS worker and supervising social worker to ensure that he felt included and involved in decisions.

Education is viewed as important by the agency and foster carers are given clear expectations about their roles in promoting the educational attainment of young people. This includes helping children and young people to develop self-esteem and build positive relationships with schools. We saw one example in feedback from a social worker in a child's file, which said 'the foster carers appear to be meeting the child's needs to a high standard. The child continues to attend school consistently and should any issues arise then the foster carers have been engaging well with the school and setting up boundaries.'

Young people are treated as individuals and diversity is valued by the agency. Young people had information about their individual needs recorded, which ensured that their foster carers understood their needs. Records included information about any needs in relation to culture and religion and the training that foster carers received in this area also helped to ensure that individual needs were met. One social worker consulted with by the agency as part of the foster carer's annual review commented 'The foster carers provide an excellent level of commitment to the child concerned' and another commented 'the level of commitment and advocacy provided is above and beyond'.

Children and young people are supported to enjoy access to a range of activities which promote their overall health and wellbeing. Cariad strived to ensure that children and young people were happy and felt included and had a sense of belonging to the agency. The agency had arranged 'fun' days during the school holidays, BBQ's, Christmas parties and award ceremonies which recognised their achievements. They also held a 'Cariad's Got Talent', Cariad 'Olympics' and visits to the cinema and pantomime. We saw evidence that young people were very involved in family activities and able to pursue their individual interests with support from their foster carers.

Young people have their health and well-being well promoted and protected. Carers were provided with good information about young people's health needs and were given

clear information about how these should be addressed. Young people had access to health care as required and were supported to attend any health related appointments. The health care needs of young people were closely monitored by the agency and action taken to address these and to promote healthy living. The agency was in process of working towards the Bronze level of the Public Health Wales award, which would provide opportunities to promote healthy living to foster carers and monitor the lifestyle provided to children and young people.

Quality of staffing

This inspection focused on the quality of life for children placed with the agency. CSSIW did not consider it necessary to look at the quality of staffing on this occasion because:-

The service has a good history of compliance

Previous inspections evidenced that foster carers are supported by competent experienced and motivated staff that are knowledgeable about the foster carers and children in placement

An additional supervising social worker has been appointed who is experienced and knowledgeable

However, this theme will be considered during future inspections.

Quality of leadership and management

This inspection focused on the quality of life for children placed with the agency. CSSIW did not consider it necessary to look at the quality of leadership and management on this occasion because:

The service has a good history of compliance

Previous inspections evidenced that foster carers and children and young people benefitted from a service that is clear about its purposes, committed to improvement and managed effectively

The agency has a robust quality assurance system in place which actively ensures they consult with foster carers, young people and local authorities as seen in the review of quality of care report completed in February 2013

We received feedback from a social worker following a safeguarding concern which was highly complimentary of the agency and evidenced that very good arrangements were in place for helping to keep young people safe. This included their knowledge of the child and foster carers, reports produced by the agency for a strategy meeting and strategies put into place before the meeting took place. The social worker also commented on the professional way that the agency conducted themselves and openness and honesty of the staff involved

However, this theme will be considered during future inspections.

Quality of Foster Carers

This inspection focused on the quality of life for children placed with the agency. CSSIW did not consider it necessary to look at the quality of Foster Carers on this occasion because:

The service has a good history of compliance.

Previous inspections evidenced that children and young people benefitted from being cared for by foster carers who are motivated and promote the physical, emotional and social development of the children placed with them.

However, this theme will be considered in future inspections.

How we inspect and report on services We conduct two types of inspection; baseline and focussed. 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.

Focussed 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. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed 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.