



Care Inspectorate Wales

Regulation and Inspection of Social Care (Wales) Act 2016

The Regulated Services (Service Providers and Responsible Individuals)
(Wales) Regulations 2017

Priority Action Report

Stepping Stones Care Services (South Wales) Limited

in respect of

The Farm

Cowbridge

This report contains notices where priority action must be taken by the registered person in respect of identified non-compliance with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this report is a serious matter. The notices contained within the report have been issued in accordance with our Securing Improvement and Enforcement Policy. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with this policy.

A copy of the Securing Improvement and Enforcement Policy is available on our website

Further advice and information is available on our website

www.careinspectorate.wales

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Priority Action Notice
Identified at this inspection dated: 18 October 2023
Our Ref: NONCO-00017626-DVCD

Non-compliance has been identified with Regulation 66
The specific sub-regulatory failures relate to: 66

The responsible individual has not ensured the service is effective in consistently providing good outcomes for children. Systems in place to enable oversight and the supervision of the management and safety of the home requires improvement. Care staff and children should be consulted on their views about the service to support improvements.

Regulatory Failings

66 The responsible individual must supervise the management of the service, which includes taking the steps described in regulations 64, 72 and 73.

Evidence

There is a broad range of care and support needs for all [REDACTED] currently living in the home whose ages range from [REDACTED]. Matching documentation does not provide an assessment or rationale for decision making given children's ages and compatibility and given their care and support needs. [REDACTED]

Admission of [REDACTED] to the home where there were vacancies in the care staff team and staffing ratio's indicated a reliance on agency care staff to support children.

[REDACTED]

[REDACTED]

The lack of action in relation to damage to the environment and the lack of oversight and support to ensure these issues were addressed despite concerns being raised and sighted as "completely unacceptable" at RI visit in July 2023.

The lack of action in relation to the care of animals where concerns have been raised as reported at RI visit in July 2023

Staff turnover is concerning. There is not a consistent team of care staff and an ongoing

reliance on agency care staff.

Care staff and children had not met the RI and had not been consulted about their experiences in the home.

Impact on and / or risk to the health and well-being of people:

We have assessed the potential risk and / or impact on people's health and well-being as a result of this non-compliance as Moderate .

Outcomes for People

We found poor outcomes as children are not consistently provided with the care and support they require. The supervision of the management of the home has not been effective in ensuring the quality and safety of the service.

Timescale for completion

29 February 2024

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