



# Cambian Pengwern College - The Chalet



The Chalet, The Roe, St. Asaph, LL17 0LU



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Date of inspection visit: 10 April 2025

## Service Information:

Operated by:	Cambian Whinfell School Ltd
Care Type:	Care Home Service Adults and Young people Without Nursing
Provision for:	Learning disability for young people and adults with personal care.
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify, or meet the Welsh language needs of young people who use, or intend to use their service.

## Ratings:



Well-being

**GOOD**



Care & Support

**GOOD**



Environment

**GOOD**



Leadership & Management

**GOOD**

## Summary:

Young people are listened to and have sufficient choice in how they wish to spend their time. They have opportunities to participate in activities which reflect their interests and hobbies. Young people receive support from a team of care staff who are knowledgeable about their needs and behaviours.

The environment is an inviting and comfortable place for young people. There are robust health and safety processes to ensure the home is safe. The leadership, management and oversight of the service is effective. The service operates in accordance with regulations and the Statement of Purpose (SoP).

## Findings:



### Well-being

**GOOD**

Young people experience good well-being outcomes because they have a voice and are encouraged to make informed choices, where possible, about how they spend their time. They are supported to raise any issues via their key workers, care staff, an advocate, their families, and social workers. Young people are encouraged to contribute to house meetings, the review of their personal plan, meals, and activity planning. The guide to the home provides information about the service and opportunities young people can expect to receive.

Young people are protected from harm and abuse. They are cared for by trained, knowledgeable, competent care staff who have access to advice and support via the manager, and the home's policies and procedures. Regular supervision and team meetings and impromptu support allows care staff to have a range of opportunities to discuss the safety of young people. Young people told us they feel safe in the home and know who they can talk to if they have any questions or concerns.

Young people's physical and emotional health is promoted. They are registered with primary health and social care services and supported to attend appointments. There is encouragement by care staff for young people to eat a healthy, balanced diet, and records demonstrate meals are varied and home prepared.

The Chalet gives education a high priority, young people attend Pengwern College and their attendance is reported to be good. Education and learning is central to the home's vision and its aspirations for young people. Young people have opportunities to learn, develop and follow their interests whilst gaining qualifications. During half term, access to community activities and trips is successful due to pre-planning by young people and care staff.

The home environment meets the needs of young people. There are facilities to encourage and develop young people's independent living skills. Health and safety checks are completed by care staff, identified issues are reported and addressed by a maintenance team.



## Care & Support

**GOOD**

Young people receive support bespoke to their needs and behaviours. Care staff are trained in the home's model of care, using the effectiveness of regular key working sessions focussed on behaviour and outcomes. Behaviour support plans and risk assessments are clear and provide guidance to care staff on how best to respond to risky behaviours, triggers, and implement measures to reduce these.

Personal plans are beneficial for care staff to follow instructions and guidance. They are completed before or immediately following admission of young people to the home. The process of reviewing personal plans is effective, resulting in current guidance for care staff how care and support is to be provided, including young people's preferred routines. Young people, where possible, are involved in reviewing personal plans and they reflect young people's views, goals, and personal outcomes.

Care staff training reflects young people's needs and behaviours, this allows care staff to have current knowledge of each young person and how best to respond sensitively to their needs. Continuity of staffing is essential to have the opportunity to develop meaningful and lasting attachments. The constancy and stability of the staffing and striving for improvement means care staff are continually looking for innovative ideas and keen to incorporate these into their existing good practice.

Consistency, understanding and continuity between care staff, young people's families, health, and social care professionals is reinforced through effective communication. There are a number of examples whereby care staff have supported young people in a highly sensitive way, to engage or re-engage with their families and people who are important to them.



## Environment

**GOOD**

The Chalet provides care for up to five young people at any one time. The accommodation and physical resources available create a homely and welcoming environment for young people. By having a good and well-maintained environment, young people feel they belong and in turn, treat their home with respect. The enclosed back external area is tarmac, there are tables and chairs strewn to allow young people to sit and relax. The front external area has ample space for private parking.

The Chalet is safe and secure. Suitable security measures are followed for visitors, including the checking of identification and the signing into the visitors' book. The front and back external entrances to the property have locks and an alarm to alert care staff when opened. Care staff undertake regular health and safety assessments, fire safety checks and drills. Utilities are serviced by tradespeople; the manager ensures suitable contingency plans are followed to safeguard young people's health and safety.

A three-tier quality assurance of the environment completed by the Responsible Individual (RI), house manager and compliance manager ensures the home remains safe for young people and care staff.



## **Leadership & Management**

**GOOD**

The leadership and management of the service is effective with systems and processes in place to support the operation of the home. The Statement of Purpose reflects the service being provided to young people. The service provider notifies Care Inspectorate Wales (CIW) of the events set out in regulation.

The most critical and important feedback the home receives is from the young people themselves on a wide range of matters. Feedback includes the interactions between young people and care staff, their experience at Pengwern College, activities, the home's decor and furnishings and quality of the meals. The high degree of consistency between how the manager described the vision and purpose of the home and how care staff and young people describe it, confirms the statement of purpose to be accurate. Feedback is fundamental to improve the service, the manager makes a conscious effort by inviting ideas, discussing developments, and respecting contribution made by young people and care staff within house meetings and care staff team meetings.

The service provider has quality assurance systems to monitor the operation of the home and to maintain high standards. As set out in regulation, the Responsible Individual visits the home in person and reports on their findings. They speak with young people, care staff, the manager and placing authority social workers and review young people's records. A quality and compliance manager visits the home to complete an audit of the service and produce a report of their findings. The manager completes a monthly audit of the service as an extra level of quality assurance to further ensure the home complies with regulations and continues to meet the needs of young people.

Care staff receive training, supervision, and support to meet young people's care and support needs. They are trained in the core areas of safeguarding, first aid, behaviour management and complete training in areas relevant to their role to reflect young people's needs and behaviours. Newly appointed care staff complete an induction programme which includes, training, shadow shifts, coaching and mentoring with a permanent member of care staff to assess their competence. Permanent and newly appointed care staff told us they feel supported by an approachable, visible manager, deputy manager and senior management team.

The manager ensures care staff have their performance reviewed on a regular basis. The care staff supervision record demonstrates they receive consistent and spontaneous supervision to support them in their practice. Permanent care staff are registered with Social Care Wales, the social care workforce regulator, whilst newly appointed care staff who have not previously worked in social

care are in the process of registering. The service provider has a rigorous selection and vetting process to enable them to decide on the suitability and appointment of new care staff. There are sufficient number of care staff employed to ensure continuity of care for young people.

## Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

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