



Inspection Report on

N.E.W.Fo.Ca.S. Limited

**Newfocas
13-14 Brunswick Court
Brunswick Road
Buckley
CH7 2ED**

Date Inspection Completed

26/10/2023

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About N.E.W.Fo.Ca.S. Limited

Type of care provided	Fostering Service
Registered Provider	N.E.W.Fo.Ca.S. Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	First inspection under RISCA
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language, but does acknowledge the need to demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Children make progress and are well supported by their foster carers and the service. They benefit from consistent and tailored care where they flourish. Any placement is well planned with consideration given to the needs of all those involved in the process. Workers take time to get to know the foster carers they support, and the same time is given to the children.

Foster carers are well supported in their role, and benefit from consistent high-quality training. The service provider maintains clear oversight ensuring the service operates in line with its ethos as outlined in the statement of purpose.

A dedicated Responsible Individual (RI) supports the manager and deputy manager in their duties, and the whole team work well together. Governance arrangements are strong. Everyone feels a valued member of the team.

Well-being

Children benefit from a service where their needs are placed at the centre of everything the service does. The service provides a specialist therapeutic service which enables children to feel valued, listened to and their individual circumstances are carefully considered and fully appreciated. The whole team approach means children always have access to information and support as and when they are ready. An allocated therapeutic social worker regularly reviews and updates a therapeutic action plan, and children can choose as and when they want to engage in the work. Every intervention is carefully planned, based on the child's personalities and interests. Children are supported to make decisions about their own lives, and the support provided means they have an insight in to their needs and wants. This places them in a strong position to make positive decisions about their future.

Children are supported to be as active and healthy as possible. Foster carers are provided with information and advice regarding how health needs are to be met and they ensure children attend all relevant health appointments. If additional resources are required to support children's emotional and mental well-being, referrals are completed promptly, and foster carers are provided with additional support to enable them to respond positively.

Children are safeguarded and protected from abuse. Foster carers regularly attend training to keep their knowledge up to date. They have access to up-to-date safeguarding policies and procedures, and all training received is relevant to their role enabling them to understand their responsibilities in relation to safeguarding and protecting vulnerable children. Foster carers and the service work in partnership with relevant agencies to raise concerns and manage ongoing risks.

Consistent arrangements mean children make progress. The service provider enables foster carers to promote educational attainment in line with the child's care and support plan. Foster carers encourage children to fully engage in education, and all children are currently enrolled in full time education, and where suitable and practical children are supported to progress to further education.

Children gain a sense of belonging because they live in a home with foster carers who recognise their needs. A thorough matching process means that individual needs are recognised and can be met. Careful consideration is given to children and families circumstances, and this gives any placement a good chance of success.

Care and Support

The service provider goes above and beyond to ensure they are always able to meet the needs of children. The planning for any placement is outlined in the statement of purpose (SoP) and a dedicated worker oversees the process from start to finish. Detailed information is gathered about prospective foster carers, and in consultation with their allocated supporting social worker, they agree how they will meet a child's needs. This information is then shared with placing authorities, and the agency will accept information and begin planning for a successful move. Care is taken to ensure the child is matched with a suitable foster carer, and consideration is given to the potential impact of the placement on the child, the foster carer and members of the foster carer's household. Any communication and linguistic needs are also considered. The service currently does not provide an active offer of the Welsh language and any children or foster carers whose first language is Welsh would not receive the service in the language of their choice.

Following this diligent and thorough process supports a smooth transition and a well-planned start for a child into the foster placement. Foster carers benefit from consistent and meaningful support, from the point of assessments, through to approval. Through supervision and training they are enabled to provide high quality support to meet children's needs. When required, training can be tailored to specific needs. The fostering service can draw on the wealth of experience and knowledge from an established staff team to meet those demands as and when they arise. Foster carers told us they value the training provided, and there is no doubt it supports them in their role. They are encouraged to keep up to date with recent research and are provided with relevant and helpful resources.

Practical and emotional support is provided for foster carers through supervision with their allocated social worker. However, the close knit, family ethos within the agency means foster carers can benefit from the support of the whole agency. We were told *'The agency creates a family around the child'*. Nearly all foster carers currently have long term placements, they can access respite care and support services when additional support is required. When placements sometimes come to an end, this is well managed, with support for both the child and foster carers, and often the child can move on positively, and if possible, to carers already familiar to them. However, placement breakdowns are very rare within the service. Foster carers, where possible, have also continued to provide care for children post 18 years old, and the agency supports this when it is in the child and foster carers best interest.

Foster carers are provided with all the information they need to meet a children's needs. All children are allocated a therapeutic social worker from the team, and all have a therapeutic action plan which is reviewed and updated regularly. Children can choose if they want to participate in one-to-one work with the therapeutic social worker. Careful planning is

undertaken to ensure that any work completed with a child is done at their pace, and in a way that is of interest to them. Foster carers fully understand their role in supporting and enabling children to maintain and develop relationships with their birth families. Children have access to advocacy service as and when required. They are encouraged to influence and make decisions about their day to day lives.

Environment

The service provider provides a suitable premises for the day-to-day operations of the service. There is space for individual desks, and shared meetings room, with also space to provide privacy when required. Senior staff have use of their own individual offices. Care staff have access to a well-equipped kitchen and a space to relax on comfortable seating. The service provider provides some snacks and food, thus making the staff feel valued. Care staff have access to the resources required and the premises is kept clean and tidy by a dedicated cleaning assistant.

Leadership and Management

The service provider maintains clear oversight of the governance of the service. A strong culture of striving to achieve best possible outcomes for children is embedded into day to day practice. The statement of purpose and policies and procedures, outline the aims of the services and how they hope to achieve consistent good outcomes for children receiving care from the service. Policies and procedures are in place and support a culture of openness and transparency. All the workforce take pride in their work, and they share the same ethos and strive to continue to deliver a high quality service. The service provider has appointed a responsible individual (RI) to oversee the day to day running of the service. They maintain effective oversight and ensure they are familiar with all those involved in delivering the service, whilst also ensuring they are familiar with the needs of those children being care for. They ensure suitable arrangements to enable feedback from all aspects of the service provision. The methods use to engage and gain the views of children using the service are appropriate to their age and level understanding.

The service provider has effective systems in place to monitor, review and improve the quality of the service. There is coherent oversight, meaning the service is fully aware of the resources available and what future arrangements need to be made to ensure the service continues to deliver care to a high standard. Roles and responsibilities are clearly defined, the manager is supported in their role by a deputy manager, and they have direct support from the RI. All care staff receive consistent and meaningful supervision. We were told training opportunities exceed expectations, and opportunities to gain skills and professional development are readily available, which provides support in their role. Current research and valuable resources are always made available if needed.

There are effective systems for monitoring any incident records. We were told administrative support is invaluable. A detailed quality of care review highlights successes and areas for improvements, an area for focus for the next twelve months is to recruit additional foster carers to the service. Effective systems enable the RI to have oversight of the financial sustainability of the service, and financial planning and budget monitoring is considered. Foster carers are aware of the financial support available to them, and all agreed this is suitable.

Foster carers and children receive as much information as possible about the service. A new information leaflet has been developed, and this is currently being translated into Welsh. Appropriate records are kept in line with policy and procedures and foster carers understand what information they need to pass to the service provider. Information is stored securely. When required notifications are made without delay in line within regulations. The service uses both written and electronic systems with a view to converting to a fully electronic system in the future once a suitable system has been found and agreed.

The service provider ensures the service always has enough suitably qualified, trained and experienced staff. Feedback from those working at the service was extremely positive. They feel valued and well supported, with regular opportunities for development. The team is well established with little to no staff turnover. Those who have recently started have been provided with a thorough induction programme. The team contains several different roles and skills, and this enables them to adapt and change to the changing needs of the service. Suitable checks are completed, and they receive consistent supervision to help them to reflect on their practice, and an annual appraisal provides an opportunity for feedback and planning.

Foster carers are subject to a thorough assessment process. A comprehensive report is presented to the panel who consider the information gathered and determine approval. Prior to the start of the assessment prospective foster carers are provided with opportunities to attend relevant training. Foster carers told us they receive support and training that is exceptional. They can always contact their supporting social worker, but they are also aware that any member of the team would be willing and able to support and help them. Formal supervision is documented, and annual reviews are diligent and used to plan and reflect. Children benefit from a well-run service that values the foster carers and places high importance on supporting and enabling them to have the skills and knowledge to provide children with positive life experiences.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 22/12/2023