

## Care service inspection report

### Dunclutha

### Care Home Service Children and Young People

113 Marine Parade

Kirn

Dunoon

PA23 8HH

Telephone: 01369 704245

Inspected by: Sheila Baird

Type of inspection: Unannounced

Inspection completed on: 29 August 2011



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### Service provided by:

Argyll and Bute Council

### Service provider number:

SP2003003373

### Care service number:

CS2003000451

### Contact details for the inspector who inspected this service:

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment		N/A
Quality of Staffing		N/A
Quality of Management and Leadership	4	Good

### What the service does well

We found they continued to build very good relationships with young people and work effectively as a team.

### What the service could do better

They should:

Involve young people more fully in their risk assessments so they are able to take more responsibility for keeping themselves safe.

Continue to embed the values and principles of the "Getting it Right" framework; to be safe, healthy, achieving, nurtured, active, respected, responsible and included in their work with young people.

The local authority must make sure the procedures they have in place to notify us of any incident are robust.

### What the service has done since the last inspection

They had maintained their very good performance for participation.

### **Conclusion**

They should implement the areas for improvement identified in this report and continue to develop in line with their operational plan.

### **Who did this inspection**

Sheila Baird

# 1 About the service we inspected

Dunclutha is a care home for children and young people managed by Argyll and Bute Council. The service provides accommodation for up to 6 young people in a large mansion style building surrounded by substantial grounds in Kirn, which is part of the East bay of Dunoon on the Cowal peninsula. The accommodation is over two floors and consists of ten bedrooms two with en-suite facilities. There is a large lounge upstairs and dining and games room downstairs.

The service states its vision and values as "having meaningful service user involvement and partnership working to benefit the young people in Dunclutha. We will empower the young people to achieve, and enable them to develop their capacities as successful learners, confident individuals, responsible citizens and effective contributors to society....We will value our young people's strengths and consistently work to build on them....We will endeavour to keep our young people on a path to meet their aspirations and strive to establish and maintain their trust and involvement of their carers"

At the time of the inspection 5 young people were using the service.

Social Care and Social Work Improvement Scotland (SCSWIS) is the new regulatory body for care services in Scotland. It will award grades for services based on the findings of inspections. The history of grades that services have previously been awarded by the Care Commission will also be available on the SCSWIS website.

This service was deemed registered with SCSWIS on 1 April 2011.

All references in this report will be to The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 ("the Regulations") (SSI 2011/210)

Providers were also reminded that they had to make use of the SCWIS "Guidance on notification reporting for all registered services" and the document outlining "Records registered care services must keep" both of which can be found on the SCSWIS web site.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 4 - Good**

**Quality of Environment - N/A**

**Quality of Staffing - N/A**

**Quality of Management and Leadership - Grade 4 - Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.scswis.com](http://www.scswis.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### **The level of inspection we carried out**

In this service we carried out a high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### **What we did during the inspection**

We wrote this report after an unannounced inspection that took place between 13.45 and 17.45 on 11 August 2011. This report should be read in conjunction with the announced inspection report dated 13 December 2010.

As requested by us, the care service sent us an annual return.

In this inspection we gathered evidence from various sources, including relevant sections of policies, procedures, records and other documents, including:

- Evidence from the service's most recent annual return
- Discussion with the manager and care staff
- Records and personal plans of young people who use the service
- Observation of the environment and resources
- Some observation of how staff worked with young people
- Staff files and training records
- Minutes of staff meetings
- Duty log and communication records
- Incident records
- Quality Assurance systems
- Participation information including minutes from young people's meetings

We sampled evidence from statements chosen under two themes and gave feedback to the manager at the end of the inspection.

We took all of the above information into account during the inspection process and reported on it.

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

## **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

## **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)



### **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

### **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We did not ask the service to submit a SA before this inspection.

### **Taking the views of people using the care service into account**

We spoke to one young person during our visit. Some chose not to speak to us directly during our visit. We did have occasional exchanges with them and they raised no issues of concern. They were confident about approaching management and staff to express their views and ask for anything that they needed.

### **Taking carers' views into account**

There were no family members spoken with as part of this inspection.

### 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

#### Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 4 - Good

##### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

##### Service strengths

The service's performance continued to be very good in relation to this statement.

We decided this after we spoke to the manager, staff and young people, looked at young people's files and records along with other documentation. For example the service's improvement plan, minutes of staff and young people's meetings.

Also see comments under Statement 3 of this Theme.

We found changes to the environment had been discussed with young people. They had decided to move the games room downstairs and have the lounge upstairs. They had also decided to have a separate dining room downstairs so they could all eat together. Young people thought the games room down stairs was "much better" and they "liked" eating together.

They had developed a mobile phone policy for everyone after young people said staff should "know the rules" about the use of their own mobile phones.

Young people were still involved in the training to be a peer educator with their Who Cares? Scotland Worker.

Staff continued to strive towards improving outcomes for young people. They worked closely with them to develop and review their personal plans and were in regular contact with everyone involved in their care and support. Prior to their reviews young people were able to meet with their independent reviewing officer. They were also helping to review the viewpoint questionnaire to make it more personal and relevant to them.

### Areas for improvement

They told us they were revising their aims and objectives statement to take account of the new staffing structure the local authority now had in place.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 3

We ensure that service user's health and wellbeing needs are met.

### Service strengths

The service's performance was good in relation to this statement.

We decided this after we spoke to the manager, staff and young people, looked at young people's files and records along with other documentation. For example minutes of staff meetings and training records, communication and medication records, risk assessments and the daily log.

Also see comments under Statement 1 of this Theme.

We found:

Staff training in child protection was being kept up to date.

Young people had access to specialist health services, healthcare advice and support services to help them be happy, healthy and achieving and make positive choices about their future health and wellbeing.

Recent training undertaken by staff included alcohol and addiction, sexual health, domestic violence and infection control.

They had procedures in place for the safe storage and administration of medication.

They recorded how young people would be helped to manage their own medication.

They followed healthy eating guidelines and menu planned with young people. They also encouraged and helped them to prepare and cook their own meals and snacks.

Young people were enjoying well prepared "home cooked" food together.

### Areas for improvement

The manager agreed young people should be more fully involved in their risk assessments so they are able to take more responsibility for keeping themselves safe.

They needed to continue to embed the values and principles of the "Getting it Right" framework; to be safe, healthy, achieving, nurtured, active, respected, responsible and included in their work with young people.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 2: Quality of Environment - NOT ASSESSED

### Quality Theme 3: Quality of Staffing - NOT ASSESSED

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

#### Service strengths

See comments under Theme 1, Statement 1 and Statement 4 of this theme.

#### Areas for improvement

See comments under Theme 1, Statement 1 of this report.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

#### Service strengths

The service's performance was good in relation to this statement.

We decided this after we spoke to the manager, staff and young people, looked at staff supervision and training records along with other documentation. For example the service's improvement plan, minutes of staff and young people's meetings.

Also see comments under Theme 1, Statement 1 and 3 of this report.

We found they had a quality assurance system in place that was linked to the NCS, our quality assessment framework and the "Getting it Right" framework. They used this to routinely check and review how well they were doing and update their improvement plan.

They continued to:

Work well together as a team

Undertake individual and team supervision

Identify their training needs and undertake appropriate training

and were:

Closely monitoring the impact of the new staffing structure.

### **Areas for improvement**

They should continue to develop in line with their operational plan.

The local authority must make sure the procedures they have in place to notify us of any incident are robust.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0



## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 3	4 - Good
<b>Quality of Environment - Not Assessed</b>	
<b>Quality of Staffing - Not Assessed</b>	
<b>Quality of Management and Leadership - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 4	4 - Good

## 6 Inspection and grading history

Date	Type	Gradings
13 Dec 2010	Announced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
9 Aug 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
8 Mar 2010	Announced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
20 Aug 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership Not Assessed

## Inspection report continued

10 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	Not Assessed
5 Jun 2008	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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### Translations and alternative formats

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