

St. Philip's School, Plains School Care Accommodation Service

Main Street
Plains
Airdrie
ML6 7SF

Telephone: 01236 765407

Type of inspection: Unannounced
Inspection completed on: 8 November 2016

Service provided by:
St Philip's School, Plains

Service provider number:
SP2011011744

Care service number:
CS2011305070

About the service

St. Philips is registered as a School Care Accommodation Service providing care and education for a maximum of 30 young people. It was registered in its current form in February 2013.

The service is a company limited by guarantee and is overseen by a Board of Directors. They state their mission as "we seek to provide a living and learning environment where true relationships can flourish and, within which, children and adults, together, can undertake their respective developmental tasks."

The service is provided in the former secure service campus, whilst retaining some educational resources and the most modern units from the old campus. It has a safe, enclosed courtyard area with all-weather football pitch and running track, a swimming pool and gymnasium, and spacious grounds.

The service is situated close to the villages of Plains and Caldercruix, and has access to bus and train services.

Within the service there are five residential units: Mallaig House, Morar House, Lochailort House, Bracora House and Locheil.

What people told us

We sent 30 Care Standards Questionnaires (CSQs) to the service for young people to complete. We received 27 completed CSQs back. Most young people were positive about being at St. Philips and 24 'strongly agreed' or 'agreed' with the statement "Overall, I am happy with the quality of care I get here."

We joined young people informally over meals, and spent time with them in their houses over the course of the inspection. They told us that they were generally happy at St. Philips, but they thought their rooms could be more homely and more comfortable. They wanted ways to make their rooms more personal. They commented that they did not think the time out system was fair, and staff varied in how they applied it.

Some of their comments included:

- "More meeting with catering staff would contribute to better food choices."
- "Food choices should be better."
- "We need more money so we can buy things to make our rooms more personal."
- "I feel I should be able to go out the unit when I want."
- "I feel the service is fine, however I should get more freedom."
- "I would like there to be less rules about leaving the unit to go anywhere myself."
- "The unit should have WiFi as every boy has a mobile phone so we can get internet access to talk to people ie friends."

Self assessment

The service completed a self-assessment before we did our inspection. In this they identified some areas of strength in the themes and some areas where they planned improvements.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Staff had built up very positive relationships with young people and used these effectively to influence the young people's behaviour.

The service had carried out consultation into strategies for managing behaviour, and had commissioned research to support their plan to develop an updated behaviour management strategy.

Systems for medication had been reviewed. This helped to make sure that young people were given their medication as prescribed.

There was very positive support for transitions for young people moving on from St. Philips, which included work placements, further education and developing skills for independent living. We saw that these had resulted in some very positive outcomes for young people, which was affirmed by evaluations from other professionals who were working with them.

The health and wellbeing of the young people was well-supported by the service's care plans (known as Wellbeing Plans). These were comprehensive and contained relevant information which was known and understood by both staff and young people. These plans were supplemented by residential assessments, integrated education plans, young people's self assessments, risk assessments and individual crisis management plans so that each young person's individual needs were clearly identified, recorded and reviewed.

The service had developed their collaborative intervention team. This helped staff provide support which promoted the young people's development of coping strategies which could result in more positive outcomes for them.

In the 2016/17 inspecting year the Care Inspectorate is scoping child sexual exploitation (CSE) practice in children and young people's services. This is part of our contribution to 'Scotland's National Action Plan to tackle Child Sexual Exploitation' and focusses on frameworks of CSE practice, staff understanding and care planning outcomes. Child sexual exploitation care practice and staff awareness were evident. The service could develop this further through continued training updates. Staff had been given training on child protection, and were aware of the actions they should take if they had any concerns about a young person.

The new head of services had carried out a review of the service and drawn up an improvement plan. Quality assurance processes were in place. There had been a high turnover of staff in the months prior to the inspection.

The provider was aware of the need to monitor this to ensure as much continuity as possible for young people. Staff were positive about plans and commented they appreciated the increased contact with senior managers on a day-to-day basis.

What the service could do better

Bedrooms and some of the communal areas were in need of refurbishment/redecoration, and the young people told us they could not personalise their rooms to make them homely. The service needed to implement a programme of refurbishment which included the means for personalisation of bedrooms; ensuring beds were comfortable; consultation with young people to ensure they had a say in plans; and reviewing approaches to provide a homely, nurturing environment throughout. **(See recommendation 1).**

The service needed to review their practice to implement a trauma informed philosophy throughout, including reviewing their strategy 'time out'. Current research shows that isolation as a behaviour management strategy can have a negative impact for young people who have already experienced trauma, separation or relationship issues. We recognised that the service had now begun this process of review and supported their willingness to change.

While we could see that medication systems had been reviewed, we advised that the service continued to work on these systems to make sure they were used consistently, perhaps giving consideration to an electronic recording system.

We advised that the service could make the mealtime experience much more positive, through reviewing the way that menus were planned, meals cooked and the dining experience. Best practice guidance such as "Eating Well for Looked After Children and Young People" by the Caroline Walker Trust should be consulted to inform their practice.

Through the development of electronic systems the service could make more use of available information for analysis, monitoring quality and planning. These could include records of incidents, absconding, safe holds, medication and staff supervision, appraisal and training. We noted that not all staff had been given regular, recorded formal one-to-one supervision about which we made a requirement at our last inspection. **(See requirement 1).**

Requirements

Number of requirements: 1

1. It is a requirement that the Provider ensures that a comprehensive programme of staff supervision and appraisal is in place for all staff. Through this they should identify any staff training needs, support requirements or practice issues, and ensure that there is a system to monitor the quality of the service provided.

This is in order to comply with:

SSI/210 (2011) -4 (1) (a) - a regulation that a Provider must make proper provision for the health, welfare and safety of service users and SSI/210 (2011) -15 - a regulation that a Provider must ensure that at all times suitably qualified and competent persons are working in the care service

Timescale for implementation : By 31 December 2016

Recommendations

Number of recommendations: 1

1. It is recommended that the service provided accommodation which was comfortable, homely and attractive throughout. This should include ways for young people to personalise their bedrooms; have somewhere to lock away personal belongings; have a system to check the comfort and suitability of mattresses; and meets health and safety guidelines.

National Care Standards for schoolcare accommodation - Standard 5: Comfort, safety and security.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
11 Jun 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
24 Oct 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Mar 2014	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.