

The Mallard Care Home Service

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Type of inspection: Unannounced
Inspection completed on: 24 January 2017

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Care service number:
CS2003000924

About the service

The Mallard is a registered care home for children and young people aged five years and upwards who have a range of disabilities. The service aims to provide support and accommodation, both long stay and short breaks, for up to 12 children and young people.

The Mallard is a purpose-built facility which offers spacious and comfortable accommodation and includes a large private garden.

At the time of the inspection four young people were accommodated on a long-term basis within The Garratt, an annex to the main building.

A team of dedicated staff offer care and support for children and young people across 24 hours, seven days per week and provide flexible packages of support to families seeking respite

What people told us

Due to the needs of young people in the service during the inspection it was not always possible to speak with them. We spoke with one young person during the inspection and observed staff interaction with young people.

Young people we spoke with told us they were very happy in the service and felt safe and supported by staff. They further told us about their achievements in education and the social activities they were encouraged and supported to participate in.

Social workers we spoke with about the service told us that they had a very good impression of the service and staff. They further spoke of a service staff group who are 'friendly', person centred, highly professional and attentive and engaging with young people.

We spoke with parents of one young person. Parents we spoke with were less positive about the service and described various issues with us. During our inspection we discussed these issues with the staff and management and inspected relevant documents and records. We also spoke with advocacy services and Children's Rights services in relation to these issues.

We found that the service had acted appropriately in dealing with these issues however the complaints procedures and outcomes from complaints could be more clearly communicated. We have discussed this further in the report.

Self assessment

The Care Inspectorate received a fully completed comprehensive self-assessment from the manager. The self assessment document identified what the manager thought the service did well and gave examples of improvements in meeting young people's needs and staff practice areas. The self-assessment clearly identified some areas that the manager believed could be improved and suggested how the service intended to do this.

From this inspection we graded this service as:

Quality of care and support

4 - Good

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

What the service does well

We found that the service was providing good long term and respite care for young people in the service. Young people's care plans contained detailed information relating to their health and well-being needs, care routines, dietary preferences and favoured activities.

The aims of the person centred care plans were linked to the wellbeing indicators - safe, healthy, achieving, nurtured, active, respected, responsible, and included - of Getting it right for every child (GIRFEC) - Scotland's national approach to improving outcomes and wellbeing for children and young people.

We found evidence of good outcomes for young people being cared for in the longer term; for example one young person achieving well in education and receiving school reports identifying good progress. There were also good outcomes for young people in respite care with young people engaging with their peers and enjoying inclusive activities in the community and experiencing consistent care in relation to health needs and dietary requirements. These outcomes contribute to better quality life experiences for the young people.

We found that the service consisted of a committed, knowledgeable staff group who offered a very good level of support to young people. During the inspection we spoke with several members of staff and observed a staff shift changeover meeting and team meeting. Staff demonstrated a very good level of knowledge of the young people's care needs. We observed the staff groups engage in good reflective discussions about the young people they cared for. These reflective discussions provided a consistency in care for the young people and ensured that important information was highlighted and communicated to the staff group.

Staff were registered with the Scottish Social Services Council (SSSC). Subsequently they undertake training to further their knowledge and skills. These training requirements are monitored through a training tracker and staff are subject to annual Personal Development Reviews to promote their development.

Staff members we spoke with told us of a good range of training opportunities that they could access. In addition to mandatory training - such as Child Protection - staff were accessing training that enabled them to provide a good level of care to young people and ensured their safety. Examples of further training were Epilepsy, Moving and Handling and a behaviour management strategy programme.

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.

The service's child protection policy included a section relating to child sexual exploitation (CSE). We spoke with the manager and external manager during feedback and we understand that the service provider is currently developing their CSE policy and procedures to be integrated efficiently with Child Protection and Adult Protection procedures. We will review these at the next inspection.

What the service could do better

We spoke with staff in relation to training, knowledge and assessment of CSE as stated above. Whilst staff responses evidenced knowledge of CSE risk and vulnerability factors in addition to their responsibilities as per the child protection procedures, very few staff had specific training in CSE. The service should introduce a risk assessment tool specific to a CSE assessment framework. We have made a recommendation in relation to this matter.

Following the previous inspection, we made the following recommendation - 'The service to ensure that all young people have an individual risk assessment which reflects the individual strategies which may be deployed to keep the young person safe'.

The service has developed individual risk assessments for young people. However we found some risk assessments, whilst identifying strategies to address risks, would be more effective with clearly identified contingency plans. This recommendation is partially met and we have made a further recommendation.

Following the previous inspection we found that staff supervision had not occurred as often as the service policy. We found that this situation continued during this inspection. We discussed this issue with the service manager and accept that there is additional informal supervision sessions with staff. However, the staff supervision notes should contain more detail to reflect the discussion in both formal and informal supervision. We will review this issue further at the next inspection.

During the inspection we observed the staff group discuss a survey of responses from families who have used the service. One issue discussed was the complaints procedure and the need for the service to improve upon the procedure for families wishing to make a complaint. The staff group discussed several methods to address this issue and we will monitor this at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should avoid generic entries in young people's risk assessments and ensure that risk assessments contain clearly identified contingency plans to keep the young people safe.

National Care Standards, Care Homes for Children and Young People -
Standard 6: Feeling Safe and Secure.

2. The service should introduce a risk assessment tool specific to a CSE assessment framework.

National Care Standards, Care Homes for Children and Young People -
Standard 6: Feeling Safe and Secure.

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	
25 Nov 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
11 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Nov 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Sep 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
25 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
5 Jul 2010	Announced	Care and support	6 - Excellent

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
30 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Jul 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
9 Jul 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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