

Mount Pleasant School Care Accommodation Service

31/33 West Kilbride Road
Dalry
KA24 5HH

Telephone: 01294 833072

Type of inspection: Unannounced
Inspection completed on: 6 July 2017

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Care service number:
CS2003001134

About the service

Mount Pleasant is run by Crossreach, the operational wing of the Church of Scotland's Social Care Council, and is registered with the Care Inspectorate to provide school care accommodation for a maximum of nine young people aged 13 to 18 years, who are experiencing educational, social, emotional, or behavioural difficulties.

The school care accommodation is provided at two addresses; Rockwood in Beith and Mount Pleasant in Dalry.

Mount Pleasant is inspected by the Care Inspectorate once a year. The service is also registered as an independent school in accordance with Section 98 of the Education (Scotland) Act 1980 (as amended) and is subject to integrated inspections by the Care Inspectorate and Education Scotland.

Mount Pleasant summarises its vision with the strapline: "Include me in". This, according to the school's website, defines the school's approach to addressing the needs and aspirations of young people, their families and communities. The school describes its mission as being: "to deliver inclusive and integrated services in partnership with young people, their families and communities through effective intervention programmes, enhanced learning experiences, enriched relationships, nurturing of life skills, and opportunities for personal development and fun!"

This service has been registered since 1 April 2002.

What people told us

We obtained the views of all five young people who were using the service. All of which indicated a very high level of satisfaction with the overall care and support.

All the young people indicated that they had very good relationships with staff. They felt listened to and that if they had a worry or a concern that staff were approachable. Comments included:

- "It's not bad."
- "I like this place as it gives you the opportunity to meet new people."
- "Staff care for you."
- "If it wasn't for this manager the place would be a wreck."
- "Staff are trained in restraint and, yes, it is done safely."
- "School is not bad. However, the travelling to school is a nightmare as it can be over an hour."
- "We can personalise our own room and we are encouraged to do things."
- "Yes, staff care for me and I feel safe."

All the young people stated that they felt safe and indicated that they would rate the service, at least, very good.

Self assessment

On this occasion we did not request a self assessment. However, we did examine the service's action plan which gave a full account of the areas that they were currently developing.

From this inspection we graded this service as:

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

What the service does well

We found very good evidence in the personal plans that young people were supported to access healthcare services, such as the doctor, dentist, and other specialist health professionals, like Child and Adolescent Mental Health Services (CAMHS). There was also good links with the Looked After and Accommodated Children (LAAC) nurse who ensured that health targets were identified and outcomes met by the service.

Staff had very good relationships with staff from education and social work. Young people had achieved high attendance rates at school, even though the school was some distance away from the service. There are plans for the school to be resited closer to the care services. However, this has been hampered by numerous issues. We will continue to monitor the progress to ensure this does not directly impact young people's experiences.

Young people indicated that meals were of a high standard, were nutritious, and that they were involved in menu planning. All meals were well presented and young people were observed enjoying lunch and dinner.

Staff were good at getting young people to try new experiences. There had been an outing to Go Ape and a planned trip to Alton Towers. Staff were keen to get young people out in the fresh air and during our visit young people were out at the beach.

All staff had validated training on restraint. There had been a number of incidents where the service have had to hold young people safely. This was carried out in accordance to best practice and young people indicated that this was done safely. Staff were found to be very knowledgeable and aware of all young people's individual needs and their potential risks. Staff took account of these when planning events and activities.

This was a well established staff group who were found to be consistent, confident, and had access to a good range of training opportunities. There was regular and effective changeovers, which were child-focused, to ensure that young people were well cared for and nurtured. Staff stated that they had regular opportunities to evaluate all aspects of the training they received and were involved in the development of the service with regular team meetings. All staff indicated that they felt well supported. However, there was a need for this to follow the organisation's current supervision policy (see 'What the service could do better' below).

What the service could do better

Although the service gave young people the opportunities to gain independent living skills, it would be beneficial if the service developed a systematic programmed approach that ensured that young people gained as many

skills as possible before they move on. The inspector shared a number of best practice resources which the service may use in the future. We look forward to examining these at our next inspection.

The personal plans need further developing to ensure that they are child-friendly and that they use SMART (specific, measurable, achievable, realistic, and time-bound) goals. The service should develop an audit system to improve the quality of the personal plans and eradicate any omissions or errors.

We examined the medication which was held in Rockwood. We found a number of errors. These should be rectified as a matter of urgency. There was slippage in the supervision of staff. All staff should have access to regular and effective supervision in accordance with the organisation's policy (**see recommendation 1**).

The service had developed a very comprehensive induction system which had clear timescales. It was evident that the timescales were not being used effectively. The service should ensure that staff undertake their induction in keeping with the timescales that were set out by the organisation.

It would be beneficial to integrate the night shift into team meetings and also into development days. This would ensure that they are fully involved with the future development of the service.

The service should review its Smoking Policy to ensure that it reflects best practice. The service should take account of the following guidance 'Creating a tobacco-free culture', which can be found at: http://hub.careinspectorate.com/media/515579/creating-a-tobacco-free-culture_guidance-for-providers-of-residential-care-for-cyp.pdf.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. There was a need for the service to ensure that all staff have supervision in keeping with the organisation policy on supervision.

National Care Standards, School Care Accommodation – Standard 7: Management and Staffing.

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	
15 Feb 2017	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
25 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
31 Jan 2013	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
14 Jul 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Mar 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
31 Oct 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
17 Jun 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Sep 2010	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
2 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
27 Nov 2009	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
10 Jul 2008	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate

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