

Cairngorm Outdoors Limited Care Home Service

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Type of inspection: Unannounced
Inspection completed on: 13 December 2017

Service provided by:
Cairngorm Outdoors Limited

Service provider number:
SP2006008608

Care service number:
CS2006136564

About the service

Cairngorm Outdoors provides residential provision for young people. The service is based in Grantown-On-Spey and its houses are in rural areas around the wider Cairngorm community. At the time of the inspection it had five single occupancy houses and one for two young people.

The service aims to provide safe comfortable accommodation for young people while assessing and meeting any specific needs they might have. Houses are staffed by a minimum of two staff at all times and house teams work closely together to develop supportive relationships with young people and give them a range of positive experiences.

The service's conditions of registration are as follows:

1. To provide a care home service to a maximum of 7 young people, aged 13 to 18 years old. (The list of registered premises is on the service's certificate)
2. The service will make a notification to the Care Inspectorate when any new young person is admitted. The service will submit a variation when they wish to use new premises. The variation must be granted and a risk assessment must be completed prior to any new premises being used.
3. To comply with the current staffing schedules attached dated 17 March 2009, which must be displayed together with the certificate of registration.

What people told us

At the time of our inspection, the young people we met were relatively new to the houses and still getting used to their new living environments. They told us that they felt safe and comfortable in the houses and that they felt they had enough space and privacy in their own rooms. They said they could socialise with staff when they wished and that they had been made to feel welcome and included since arriving.

Young people described being helped by staff to arrange trips to local resources such as gyms and sporting facilities which they wished to use. They said that they were able to keep in touch with family and friends.

Self assessment

The Care Inspectorate is not requesting submission of self assessments in this inspection year.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

At the time of the inspection visit, some of the resident young people were quite new to Cairngorm and were still developing trusting relationships with staff. We saw that staff were working hard to help the young people feel safe, secure and included in each of the houses.

The young people we spoke with said they felt safe and comfortable and in their experience the staff had been helpful and supportive.

All of the young people had current personal care plans. The plans were linked to the SHANARRI indicators identified in the government strategy Getting It Right For Every Child. The plans identified progress and changes to strategy when required and evidenced outcomes for young people. Personal plans were designed to cover all aspects of the lives of the resident young people and describe how assessed needs could be met using a range of resources, staff inputs and the involvement of any other relevant agencies or professionals. They included information and guidance about any medical needs and how the service would ensure the health and wellbeing of the individual young person.

Resident young people were all linked to relevant medical agencies and were able to access routine and short notice appointments as these were needed. The service had established links with a variety of organisations and health professionals who provided advice for staff and young people as well as information and personal attention for young people as required.

A system was in place to store and administer medication within the house. We saw that the system complied with the provider's policies and that relevant staff were trained as needed.

Ways of gathering, storing and sharing care planning information varied across the organisation. In some houses all information was handwritten while in others it was typed on a laptop before being printed out. Some of the documents in use overlapped in terms of their content and the overall system generated a lot of administrative tasks which were unnecessary and time consuming for staff. It was also difficult to share information across the organisation and with the manager. Passing information to others involved in the overall care of the young people such as social workers, health professionals and parents was also complicated and time-consuming which took staff away from direct work and contact with the young person. The organisation should consider ways of gathering, storing and sharing information which are more efficient and which involve fewer repetitive tasks for staff. We have made a recommendation about this.

While much of the content of care planning was of a good standard, some was not. Staff should ensure that all information they record is of a professional standard they are happy to share with others involved in the overall care of the young people.

Care should be taken as part of the referral and admission process to agree and identify appropriate learning resources for the young person whether this is school, college or some type of work placement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The ways in which care planning information is gathered, stored and shared should be reviewed to make it efficient and time-effective for staff use.

National Care Standards Care Homes for Children and Young People. Standard 7: Management and Staffing

Grade: 4 - good

Quality of environment

Findings from the inspection

We visited four of the service's houses. All were intended for single occupancy except one which could be used for two young people.

The houses were in rural areas but were easily accessible by road. The houses all had parking space which meant that the service's cars could park right at the doors.

The houses were comfortable places which had plenty of space and a range of different rooms. Each young person had their own bedroom and access to a private bathroom. In some cases this was as an ensuite facility to their bedroom. As each of the houses was staffed by two members of staff at all times, there were two staff bedrooms in each house.

All the houses we visited had wifi which enabled young people to stay in touch with family and friends.

There was a range of communal areas in each of the houses which meant young people could socialise with staff or spend time on their own if they wished. It also allowed for confidential discussions with visitors for young people or for staff.

Young people were encouraged to take a full part in the running of the house and were helped to develop self care skills such as food preparation, cooking and looking after their own living space. These were worked on in line with agreed aims and goals contained in care planning documents.

Each of the houses had some outdoor space which could be used in a variety of ways, depending on the needs and preferences of the individual young people.

A system should be put in place in each house to oversee food storage. This will ensure that all food is stored in accordance with the manufacturers' instructions and safe to use. We have made a recommendation about this.

Staff should be aware of the need to restrict access to the house by visitors who might have contact with the resident young people. Visitors should have appropriate checks carried out.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. A system should be put in place to ensure that food is safely stored.

National Care Standards Care Homes for Children and Young People. Standard 10: Eating Well

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Each of the service's houses was staffed by a small team who worked on a rotational shift basis. There were always two staff on shift in each house and the members of the house teams had developed good working relationships with each other. They were aware of each other's strengths and skills and able to support each other during stressful incidents or if one of them was having difficulties for any reason.

Across the staff team we saw that there was a wide range of interests and professional backgrounds which added to the depth of experience within the team. In the event of staff absence for any reason, cover would usually be provided from within the overall organisation. Sometimes from within the house team or from another house team. The manager also worked some shifts in houses when needed.

There had been some staff changes since the last inspection and some members of the team were quite new to the care sector and developing their skills.

All staff were registered with the Scottish Social Services Council (SSSC) although many of them were provisionally registered pending the acquisition of appropriate qualifications.

Staff we spoke with confirmed that training was made available to them and they were supported to access a range of training resources and materials. The service used a training firm to provide targeted training sessions as well as to support individual staff to achieve necessary qualifications for registration purposes.

While we heard that staff had been encouraged to share interests and skills with young people, this had been done on a limited basis. Staff should feel confident and comfortable about helping young people to pursue interests and pastimes and gather knowledge about activities which interest them.

There were few opportunities for staff from different houses to meet and share practice issues and experiences. Consideration should be given to ways of enabling staff within the overall organisation to communicate and learn from each other.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager of the service is based in its office in Grantown-On-Spey. Much of her time is spent visiting the service's houses in the surrounding area.

Staff we spoke to consistently confirmed that the manager was contactable and accessible at any time, night or day. They told us that she could be contacted for advice, information or guidance about any aspect of the work of the company. We were given examples by individual staff where they had sought support from the manager to guide decisions about ways in which individual young people could best be cared for.

The manager covered some shifts where necessary and we heard from staff about individual one to one work she had carried out with young people with specific and complex difficulties. This had been to augment and assist the work being carried out by the house staff team.

The manager's role also included oversight of the day to day running of the service across its houses and staff teams. This was somewhat hindered by a lack of a system to share information across the organisation in a prompt and effective way.

Formal staff supervision was carried out by an associate of the company who was retained to carry out this task. Issues raised through supervision were passed to the manager for her attention.

The manager was responsible to the maintenance of records and files in the office. These included staff files. While some administrative input was provided to support this aspect of the manager's role, it would benefit the overall running of the service to allow more time to concentrate on the effective provision of care. We have made a recommendation about this.

The service's director was also based in its office and routinely visited the houses on a regular basis. Staff told us he was supportive and helpful and provided practical help and advice to deal with any property or equipment issues. Such assistance was said to be delivered promptly and effectively.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Consideration should be given to increasing the administrative support to the manager to allow a greater concentration on the delivery of high quality care to resident young people.

National Care Standards Care Homes for Children and Young People. Standard 7: Management and Staffing Arrangements

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

Requirements have been imposed following a recent complaint. At the time of the inspection visit, the service was working within the allocated time limit to meet these requirements. We will assess the progress through inspection activity.

Inspection and grading history

Date	Type	Gradings
5 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
16 Feb 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
16 Oct 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
12 Feb 2015	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 4 - Good
28 Aug 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
21 Mar 2014	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
27 Jan 2014	Unannounced	Care and support 3 - Adequate Environment 2 - Weak Staffing 3 - Adequate Management and leadership 2 - Weak
25 Feb 2013	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
10 Jul 2012	Announced (short notice)	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
15 Nov 2011	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
25 May 2011	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Jan 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
7 Sep 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
19 Feb 2010	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Oct 2009	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
16 Mar 2009	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
15 Sep 2008	Announced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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