

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

Main Street
Plains
Airdrie
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Telephone: 01236 765407

Type of inspection: Unannounced
Inspection completed on: 25 October 2017

Service provided by:
St Philip's School, Plains

Service provider number:
SP2011011744

Care service number:
CS2011305070

About the service

St. Philips School, Plains 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 houses: Mallaig House, Morar House, Lochailort House, Bracora House and Locheil.

What people told us

Inspectors met with 12 young people individually and joined the young people informally over several meals in four houses. The young inspection volunteer met with a further six young people individually, and inspectors spent time observing the interactions between staff and young people in the houses throughout the inspection. Comments were very mixed, however on Care Standards Questionnaires (CSQs) returned to us, all of the young people 'strongly agreed' or 'agreed' with the statement "Overall I am very happy with the quality of care I get here."

Comments included:

"I would like to change my keyworker as I would prefer to have a male one. I have asked about this but I was not allowed."

"There are two food options at dinner time so you can choose - I like the food."

"Weekends are good. Friday nights are DVD and munchie nights."

"Staff don't give up on us."

"Staff have the right skills and training for the job."

"The food is ok - it's not great."

"My keyworker is sound."

"There's two choices of food at dinner time and if you don't like it there's stuff in the freezer you can have instead."

"If I have something bothering me I can approach any member of staff."

"When I first came here I said no to everything and never went to school. I go every day now."

"The house manager is very open to people telling him issues, he wants to fix them."

"I don't like the food - I think it's because it is bulk cooked."

"It's boring. They try and do things but then you have to stay in because staff are dealing with someone else's behaviour. They could do with more staff."

"My room is comfy, and my bed is comfy."

"I feel safe here now. There was another young person who was bullying us but he's not in this house now."

"I would give St. Philips four out of ten. They need to make it feel not like a secure unit, and make the showers work better with variable height fittings. It's not homely."

"I like the house, and my room. I'd give them nine out of ten. They need to get rid of the rugs to get ten. I think St. Philips is very good."

Self assessment

The Care Inspectorate did not request a self assessment for this inspection. We looked at the service's improvement plan as part of our assessment.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Initial assessments made for individual young people were detailed, and information from these was the basis for care plans (known as wellbeing plans, which followed SHANARRI indicators). Young people signed their wellbeing plans, and told us that they knew roughly what was in their plan. Thorough risk assessments and individual crisis management plans were in place for each young person, containing practical strategies for staff to follow. We saw that young people were offered a wide range of activities, sports and hobbies and took part in regular energetic and outdoor activities.

The service now needed to make sure that health care plans were completed promptly for new young people, and make sure that progress trackers were completed so that outcomes achieved and progress made were clearly shown. The service was in the process of moving to an electronic recording and database system and we advised this was an opportunity to review what was recorded and where, to avoid duplication and make sure

relevant information was easy to find. They needed to look at the use of language used in records to avoid the use of jargon, and make sure these reflected a strength based approach.

Social workers we spoke with confirmed that weekly reports sent to them contained the information they needed. They said that families were also kept regularly updated, about young people's progress as well as any incidents.

Young people told us they felt safe and well cared for at St. Philips. They had regular contact with placing social workers; independent advocates; psychological services and other therapists. This provided opportunities for them to indicate to others if they were not happy with aspects of their care, as well as access to these professionals to carry out specific therapeutic work. We saw examples of very positive relationships between staff and young people. There was a range of strategies to support young people in gaining education and learning practical skills, including the pupils support team within the school and workplace experiences for those moving on from St. Philips. Young people were confident in passing on their views, both informally and sometimes by using more formal systems which were in place such as house meetings and meetings of the school council.

We saw that there were effective systems for managing medicine, which included regular audits. There were plans to review and streamline medication systems and we suggested that staff confidence in medication systems could be increased through more training, particularly at induction.

We advised that the service could do more to help young people stop smoking, and needed to have clearer guidance about managing young people's use of cigarettes/electronic devices such as vapes. We suggested they link with the local health team smoking cessation nurse or Looked After and Accommodated (LAAC) nurse in providing guidance, and gave updated best practice guidance 'Creating a Tobacco free Culture' to extend their tobacco policies and to more formally recognise their role as health educators; having a lead role in influencing positive life choices for young people. If a young person smoked, this should be recorded in both their wellbeing plan and their risk assessment to identify how smoking was managed and what steps were being taken to help the young person stop.

While we found that many of the young people were very happy with the food provided, some of the young people told us they did not like the food and did not have a say in the menu choices. We advised that the service continue to review the way that menus were planned, and food was prepared and served to provide a positive experience for young people which included their menu choices.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The accommodation throughout was clean and in good order. Communal areas in the campus houses had recently been redecorated and refurbished as part of an ongoing programme. The living areas were comfortable and pleasant, with new furniture and soft furnishings helping to make them more homely. Some of the beds had new mattresses and there were plans to extend the redecoration and refurbishment to the bedroom corridors and bedrooms. The service should continue this programme, and upgrade showers where necessary to make sure that these did not cut out and require some minutes wait before more hot water was available.

We made a recommendation about this at our last inspection and while we could see progress the recommendation is not yet met. We discussed the need to balance choices of personalisation of bedrooms with ensuring that materials were appropriate, reflecting an ethos of respect. It was not clear to young people what money was available for them to purchase items to personalise their rooms, and we advised the school could review this process.

Locheil House had been refurbished and redecorated and a new kitchen installed, which allowed for young people to store and cook their own food as they developed independent living skills. Young people who lived there told us they were very happy with the accommodation and liked the kitchen facilities.

The facilities provided a range of resources for young people to take part in activities and learn skills. These included a sports hall; outdoor all weather football pitch; swimming pool and spacious grounds. One of the previous school buildings had been refurbished to provide workshops where young people could learn woodwork and constructions skills.

Effective systems were in place to ensure that health and safety, fire and maintenance checks were carried out. We discussed the need for the service to consider ways to ensure that electrical equipment brought in to the houses by young people, was safe to use.

There was a system for recording accidents. However, it was not evident that an analysis and overview of these was carried out. We discussed ways that this could be achieved through the school's new electronic systems

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff teams had a range of qualifications and experience. Staff were mainly knowledgeable about the young people in their care and demonstrated a genuine interest in their wellbeing. Staff morale was variable and some staff were anxious about the changes to strategies for managing young people's behaviour which had been

introduced recently. We advised that this was an opportunity for the service to look at staff practice and support them to reflect on their practice, particularly in the way that they managed behaviour.

A new system for supervision and appraisal had been introduced, however many of the staff had yet to have supervision. We advised that the service need to work with staff to make sure they had regular, effective support and supervision particularly during a time of change, so that they could identify where more support may be helpful and look at any training needs. We made a requirement about this at previous inspections and while we could see that a process had been devised which provided a continuous learning framework, it had yet to be implemented and show results, and the requirement will be made again. **(See requirement 1.)**

Staff were registered with the Scottish Social Services Council (SSSC) and had opportunities to take up training to maintain their registration. Some staff were undertaking studies, for example a Degree in Social Work or Masters in Residential Care, to support their own development, enhance their knowledge and also support development of other staff. Staff spoke of a learning culture which had been created within the service. Through the services Psychological Services, staff had been provided with training on Trauma Informed Care and Foetal Alcohol Syndrome. We saw that staff meetings were held regularly and advised that these could be further developed to encourage reflective practice. The service could consider ways to support the staff teams in changing their practice in working with challenging behaviour, using the expertise available from their Psychological Services.

We saw that the service had systems in place for safe recruitment of new staff. Young people were involved in this process, which helped them feel involved as well as giving them experience to use in their own job interviews.

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: By 1 March 2018.

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We saw that there was a development plan in place and a clear vision for the service. It was evident that there were plans for the continued development of the service. The senior management team confirmed that they felt strongly supported by the board, who had a close overview of the service. The board chairperson met with the head of service weekly and confirmed that they were confident they were kept fully informed. We discussed ways that the board members could extend their direct overview.

Systems of quality assurance were in place, and it was anticipated that these would be strengthened by the use of the new electronic database. While we could see that incidents were recorded appropriately and there was some analysis carried out, we advised that the service could carry out more in depth analysis in conjunction with the changes to strategies for managing behaviour. They could look at the high incidence of safe holds in comparison to other services nationally, and look at whether more positive, strength based proactive strategies for managing behaviour could reduce the frequency and duration of safe holds. Consideration should be given to instigating child protection procedures if a young person acquires injuries a result of a safe hold.

We noted that the Care Inspectorate had not been notified about instances of absconding and advised that the service follow the guidance in Records Regulated Services should keep and Notifications.

While most staff said they felt supported by managers and senior managers, there were some staff who expressed anxiety about the changes. We suggested that managers should have opportunities to lead by example, and show the good practice which the service hoped to instill for all staff. During the time of changes and establishing a different ethos, we stressed the importance of individual one to one support and supervision, as well as reflective staff meetings.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 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

This requirement was made on 8 November 2016.

Action taken on previous requirement

While there had been some progress made on meeting this requirement, the service needed to continue to make improvements so that all staff had regular supervision.

Not met

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

Previous recommendations

Recommendation 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.

This recommendation was made on 8 November 2016.

Action taken on previous recommendation

The service were in the process of redecoration and refurbishment of the houses. They planned to continue with this programme to upgrade the bedroom corridors and look at ways to make them more comfortable and homely.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings								
8 Nov 2016	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	4 - Good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	4 - Good									
11 Jun 2015	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very good	Environment	4 - Good	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	5 - Very good									
Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	4 - Good									
24 Oct 2014	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
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Management and leadership	4 - Good									
27 Mar 2014	Announced (short notice)	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	5 - Very good									

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