

Sundrum View Care Home Service

8 Woodhead Road
Coylton
Ayr
KA6 6HT

Telephone: 01292 570486

Type of inspection: Unannounced
Inspection completed on: 21 February 2018

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Care service number:
CS2003045401

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Sundrum View is a children's house provided by and staffed by South Ayrshire Council. The service replaced the former Woodhead Road children's house. The service has a satellite house, Glenriddel Road, which has accommodation for two young people. At the time of the inspection the new premises at Sundrum View were not being used. The service was therefore only operating from Glenriddel Road. At the time of the inspection there was one young person residing in the service.

We have been advised by the provider that since the inspection, Glenriddel Road is no longer being used and that Sundrum View is now accommodating children and young people.

What people told us

The young person living in Glenriddel Road did not wish to speak with us.

Self assessment

This was not requested from the service by the Care Inspectorate for this inspection year.

From this inspection we graded this service as:

| | |
|--------------------------------------|--------------|
| Quality of care and support | 2 - Weak |
| Quality of environment | not assessed |
| Quality of staffing | not assessed |
| Quality of management and leadership | 2 - Weak |

What the service does well

At this inspection we looked at two quality themes; care and support and management and leadership. These findings are based on an inspection of Glenriddle Road which is a satellite house to the main house of Sundrum View. Sundrum View is a new built children's house which is not yet operational.

We found regular reviews took place regarding care plans and frequent 'team around the child' meetings were held to discuss and plan for changing needs. Staff members compiled weekly updates for social workers which kept them abreast of current issues.

The safety needs of young people were given consideration by staff in the provision of daily care. Risk assessments were in place alongside management strategies to reduce harm. Young people were encouraged to carry a mobile phone when in the community to allow contact to be established. Liaison was established with local officers from Police Scotland to share any concerns. The staff team followed protocol in the event of young people being missing from placement. We found the incidents of absconding had reduced.

Staff members were pro-active in attending to the health needs of young people and acted quickly when young people were unwell in seeking advice from health professional and in supporting young people to health appointments. There were very good links with health services, including local GP surgery, dentist and opticians.

We found unmet health needs were attended to promptly and this was complimented by effective partnership working with the LAAC (Looked After And Accommodated Nurse) and mental health services.

We found progress had been made in terms of educational outcomes with significantly improved engagement and attendance. Achievements were acknowledged and rewarded by the staff team.

A particular strength was the way in which the staff team committed to helping young people remain in contact with significant family members with very good support provided to facilitate family contact. This had led to a recent very good outcome when a young person was successfully rehabilitated home to family.

Hobbies and interests were promoted and young people were also offered the opportunity to try out new activities. Staff members spent time taking young people on short break holidays and days away. We found this had strengthened the engagement of young people and helped develop relationships with staff members.

The team met when possible to discuss the needs of children and service developments. The house lead was readily available onsite to support and give advice to staff members. Formal supervision was in place which gave staff the opportunity to reflect on practice, seek support and discuss development needs. All staff members were registered with the Scottish Social Service Council.

Following the last inspection the management had co-ordinated a team development event which looked at improving outcomes for young people. Events had also been held for new senior members of staff to help with embedding the new role within current management structures.

Regular meetings were being held with South Ayrshire Council Human Resources Department to support management with reducing high absence rates and supporting staff return to work.

What the service could do better

During the inspection we were told by external management that a new management structure would be implemented within the service to improve the day-to-day running of the house. The provider was in the process of recruiting new staff to facilitate the opening of the newly built Sundrum View. We were also told that training for staff was being prioritised. It was anticipated that a review of the current reporting systems involving violent and significant events would improve management responses.

The service had been extremely disrupted over the recent months resulting in significant occurrences towards a young person and staff members. On examination of records and in discussion with staff, we found staff had been unable to protect a young person from assault from another young person. Consequently the young person had been unsafe. Due to a placement move for one young person in the days prior to our inspection, the urgency of the situation had been resolved. However, we considered this still of relevance to outcomes due to the detrimental impact this has had on the remaining young person's feelings of safety. We also found that the risk assessment of the young person subject to assault had not been updated at the time to reflect the risk of harm. This will form a requirement.

We found that a young person's crisis response intervention support plan was not completed. Refer to recommendation.

Other significant incidents such as assault on staff, damage to the property, disruption in the community and breaches of the security of the office were not managed adequately by staff.

We found the provider or management had not updated staff training on managing challenging behaviour. There was a very different understanding between senior management and residential staff of the type interventions permitted to be used to manage and de-escalate crisis situations, protect other young people, themselves and property. This will form a requirement.

The service did not have a current development plan. The discussion and agreements reached at the development day were still on the flip chart format and were not yet transferred onto a working dynamic tool. Refer to recommendation.

There was a disconnect between mid management and more senior management with lines of communication not always open, for example, the house lead was unaware of the absence rate and senior staff could not access significant event reports. We were told this would be resolved by the new proposed management structure to be implemented. We will review progress at the next inspection.

There had been a lack of training for staff over most of 2017 to enable continued development or the retention of skills and knowledge needed to work with vulnerable and complex young people. Refer to recommendation.

Requirements

Number of requirements: 2

1. The provider must take action to ensure that staff have the training and skill to ensure young people are kept safe in the house at all times. A review of staff skill should be carried out and any training needs identified and addressed in an action plan which should be submitted to the Care Inspectorate.
Risk assessments must be maintained to include current risk factors.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Regulation 4 (1) (a) Welfare of users.

National Care Standards, care homes for children and young people – Standard 6: Feeling safe and secure.

Timescale: immediately from the publication of the report.

2. The provider must ensure staff are competent in managing challenging behaviour as a matter of urgency. This is to ensure they can safely and competently manage the behaviour of young people. The needs of young people currently residing in the care home should be re-assessed and appropriate recourses in place to meet these needs.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 – Staffing – 13. A provider must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users– (a)ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users;
and

National Care Standards, care homes for children and young people – Standard 7: Management and staffing.

Timescale: two weeks from the publication of the report.

Recommendations

Number of recommendations: 3

1. The manager should ensure that crisis response intervention support plans are in place for all young people.

National Care Standards, care homes for children and young people – Standard 6: Feeling safe and secure.

2. The manager should ensure that an up to-date service development plan is created in which current outcomes and views of young people, staff and stakeholders are considered.

National Care Standards, care homes for children and young people – Standard 7: Management and staffing.

3. Training should be prioritised for staff which reflect the support needs of young people.

National Care Standards, care homes for children and young people – Standard 7: Management and staffing.

Complaints

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

Inspection and grading history

| Date | Type | Gradings |
|-------------|-------------|--|
| 23 Feb 2017 | Unannounced | Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good |
| 12 Feb 2016 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good |
| 19 Sep 2014 | Unannounced | Care and support 4 - Good Environment 4 - Good |

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| | | Staffing | 4 - Good |
| | | Management and leadership | 4 - Good |
| 20 Sep 2013 | Unannounced | Care and support | 3 - Adequate |
| | | Environment | 3 - Adequate |
| | | Staffing | 3 - Adequate |
| | | Management and leadership | 3 - Adequate |
| 24 Jan 2013 | Unannounced | Care and support | 4 - Good |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | 4 - Good |
| 18 Oct 2012 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 4 - Good |
| | | Management and leadership | Not assessed |
| 12 Jan 2012 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | Not assessed |
| | | Management and leadership | Not assessed |
| 9 Jun 2011 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | Not assessed |
| | | Management and leadership | Not assessed |
| 1 Feb 2011 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 4 - Good |
| | | Management and leadership | Not assessed |
| 19 Aug 2010 | Announced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 3 - Adequate |
| | | Management and leadership | Not assessed |
| 2 Feb 2010 | Unannounced | Care and support | Not assessed |
| | | Environment | 4 - Good |

| Date | Type | Gradings | |
|-------------|-------------|--|--|
| | | Staffing Management and leadership | 4 - Good Not assessed |
| 19 Sep 2009 | Announced | Care and support Environment Staffing Management and leadership | 4 - Good 3 - Adequate 4 - Good 4 - Good |
| 11 Mar 2009 | Unannounced | Care and support Environment Staffing Management and leadership | 4 - Good Not assessed Not assessed 4 - Good |
| 29 Jul 2008 | Announced | Care and support Environment Staffing Management and leadership | 4 - Good 4 - Good 4 - Good 4 - Good |

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