

Action for Children - Tayavalla Care Home Service

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Camelon
Falkirk
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Type of inspection: Unannounced
Inspection completed on: 9 March 2018

Service provided by:
Action for Children

Service provider number:
SP2003002604

Care service number:
CS2003011489

About the service

The service was registered with the Care Inspectorate on 1 April 2011.

Tayavalla is a care home service for children and young people operated by Action for Children. The service is based in the Camelon area of Falkirk and provides residential short breaks and family support for children and young people who have complex learning and physical disabilities. The service is registered to provide care to up to five children or young people aged between five and nineteen years.

The service aims to provide support that is non-stigmatising and a positive experience for the children and young people and the parents seeking respite via a short break.

What people told us

During the inspection we met four young people who were staying at the home. All of the young people were comfortable in the company of the staff. They knew the routines well and demonstrated by their actions that they were happy to be there.

We received three Care Standard Questionnaires completed by parents of the young people. The responses were very positive. In response to the statement 'Overall I am happy with the care I get here' all three strongly agreed. Comments included:

"Tayavalla is a very happy environment, you are always made to feel welcome and feel respected as a parent"

"This is our extended family as the staff treat us like their own family"

"Staff have been excellent and communication has been very good"

"Although my daughter is disabled she doesn't see herself as this. She sees herself as herself and Tayavalla reinforce this".

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed their own improvement plans and quality assurance systems which identified their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Staff clearly knew the children and young people well. They prepared for each person's arrival making sure that their bedrooms were set up in the way they liked and they had familiar things around them to make them feel safe.

The staff were kind, caring and sensitive in their interactions with the children and were keenly aware of how children communicated their happiness or distress.

Staff had easy access to the important information they needed to work with the children effectively and safely through individual care plans.

Children were involved in activities that they enjoyed. They made choices about what they wanted to do and were encouraged to try new experiences. The home used technology very well to promote the independence of children and offer play experiences which were fun and helpful to their development.

Mealtimes were sociable occasions where children and staff sat together and took their nutrition in the way that was best for them. During mealtimes staff supported children, giving them encouragement and assistance when needed.

Clear and very effective systems were in place for the administration of medication and staff worked closely with parents and health professionals to ensure that the children received the best medical care.

Staff encouraged children to form good relationships and have understanding for each other. They considered how the mix of children would get on together and had a clear overview of the dynamics within the groups of children. The high ratio of staff to children ensured that all of the children could get the attention they needed.

Staff understood their responsibilities in relation to child protection and followed the child protection policy and procedure in order to keep children safe.

The atmosphere at Tayavalla was welcoming and friendly. The house was comfortable and clean and pleasant.

We saw evidence of continued investment in the environment and a refurbishment plan was in place. During the inspection the bathroom was refurbished to provide children with the opportunity to use a therapy bath and make bath time a more sensory experience.

We found that staff worked hard to provide a safe, consistent and structured environment which offered opportunities for children to be as independent as possible.

Appropriate certificates and regular maintenance were in place and we saw very good records in relation to water and shower checks. Work and maintenance in the house was organised, as far as possible, when children were not present in order to minimise impact.

The service had a sensible approach to security. Pathways were well lit and staff entry and exit to the building was secure.

What the service could do better

Most care plans were very good and all contained excellent information. Care needed to be paid to ensuring that all documentation was dated and signed by staff and also parents if appropriate.

The service should consider how children and parents could be consulted more about the environment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
6 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good Not assessed
18 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent 5 - Very good 5 - Very good 5 - Very good
4 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good 5 - Very good
25 Mar 2014	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good 5 - Very good

Date	Type	Gradings	
21 Jan 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
3 Dec 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Sep 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
16 Mar 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
10 Aug 2009	Announced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
11 Feb 2009	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
14 Aug 2008	Announced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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