Gladstone Childcare Ltd - Ragfield House
Care Home Service

Ragfield
Nr Crail
Anstruther
KY10 3XG

Telephone: 01334 4880587

Type of inspection: Unannounced
Inspection completed on: 24 April 2018

Service provided by:
Gladstone Child Care Ltd

Service provider number:
SP2006008379

Care service number:
CS2007151048

HAPPY TO TRANSLATE

About the service

Ragfield House is a large bungalow in a rural location near Crail in North East Fife. It has accommodation for up to three children/young people and is suitable for both boys and girls.
Ragfield has a large garden with swings, a trampoline and a variety of other play equipment. A conservatory to the front of the house is used for computer games and craft work. The children/young people can choose their individual colour schemes and furniture styles to suit their bedrooms.

Ragfield House is part of Gladstone Childcare Ltd and is situated near Anstruther in the East Neuk of Fife. It is registered to provide care for up to three young people at a time. Their mission statement says: "Gladstone Childcare provides for the care of children/young people through meeting the social, emotional, behavioural and recreational needs of its service users within the residential facility of one of the Gladstone projects.

At Gladstone Childcare the children/young people are engaged in a warm, accepting and child centred relationship with adults to combine in the creation of a warm, caring and nurturing environment. Consistency, reliability and an ability to engage effectively with the child/young person and their family is deemed to be the most critical element that underpins our work, with unconditional positive regard and respect being offered to both. Our commitment to partnership working, including the child/young person, families, social services, education and health services, is a key element in our service of short, medium or long-term provision.
At the time of the inspection there were three young people living in the house aged 9, 11 and 14. They attended local schools.

The service was in the process of renovating and refurbishing an adjacent building which they planned to use instead of the current building once the building work was completed. They were working with the Care Inspectorate registration team on this variation to their registration. There was a team leader and senior practitioner in three of the four services, overseen by the registered manager. The Team Leader position for Ragfield was currently being shared with Greenacres

What people told us

We spoke with two young people individually; joined the young people over a meal and observed the interactions between young people and the adults caring for them throughout the inspection. We saw that young people were relaxed and confident in their interactions with staff, and shared jokes and banter. Comments were generally very positive and included:

"Everything is going ok."
"I'd give them 100 out of 10."
"My room is how I like it and my bed is comfy. I've chosen my room in the new place too."
"It was hard when we were snowed in but we had fun too."
"I don't think they need to do anything different, I feel safe here."
"I can talk with staff if I feel upset."

Self assessment

The Care Inspectorate did not request a self assessment for this inspection. We took account of 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	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We saw that there were very positive relationships between the young people and the adults caring for them, and spontaneous laughter and affection. This helped the young people feel safe and cared for. It was evident from this that the young people had confidence in the adults around them, laughing and joking with them.

Comprehensive care plans were in place, which provided staff with clear guidance about what was needed from them in order to meet each young person's needs. These were agreed with the young people and reviewed regularly, so that progress was recognised and changes made to the support if required. It was evident that the service worked closely with other professionals involved with the children/young people, and kept them updated, as well as with the children/young people's families/carers.

Care plans were linked with individual crisis management plans where children/young people's likely behaviours were identified. These included strategies which could be used by staff and the children/young people in order to help prevent them from becoming anxious or agitated, and to minimise the impact from their anxiety or agitation.

Significant events during the young person's time in the service were recorded in chronologies colour coded to highlight different areas of their care; positive events as well as those of concern. They were helping staff plan changes to children/young people's care plans as a result.

Young people were registered with local healthcare services GP, local pharmacy, dentist and optician and appropriate referrals were made to specialist healthcare services where necessary. Systems for medication were effective, and audited regularly to make sure any discrepancies were identified and rectified promptly. Young people were encouraged to develop healthy lifestyles. They were provided with a range of healthy, nutritious meals, encouraging them to try a variety of menus and learning about different foods and recipes, while taking account of their preferences. Since our last inspection the service had introduced a system of individual hand towels, which helped prevent the spread of infection.

Staff were trained in child protection and were aware of the risks of child sexual exploitation for the young people living in Ragfield House. They were aware of the hazards presented by young people's use of the internet and social media, and put in place systems to prevent inappropriate use.

There was evidence of a strong, clear vision for the services of Gladstone Childcare, which was shared by staff and supported by the board of directors. The management structure allowed for career progression, and for staff

to take on individual responsibilities. Staff worked closely with partner agencies to provide support for young people, including advocating on their behalf. The organisation linked with others in the sector and promoted the provision of high quality care through the wider community.

The manager and team leader had a direct overview of practice, and an on-call system ensured that staff could receive management support at any time. The manager and team leader led by example to help embed the organisation's ethos in practice. They were proactive in looking to make continued improvements leading to the best outcomes for young people. Staff and young people confirmed they were confident in approaching the manager or team leader with any concerns or suggestions. They met regularly which allowed for reflection on practice and opportunities to plan developments, leading to the service development plan. We saw that there were systems in place for audit throughout the service and to the board of directors.

What the service could do better

The service should continue to develop their care plans to identify where progress was made and highlight small steps made towards achieving outcomes. They should continue to help staff keep updated in advances in technology, internet use and social media to help keep young people safe.

We discussed the information held about young people. We advised that where the service were given information by third parties, which may impact on the support required, the accuracy of the information was verified.

We advised that the organisation looked at ways to increase independent advocacy for young people, and direct overview by board members so that children/young people had direct access to pass on their views.

As the Team leader for Ragfield was also responsible for Greenacres and there was a move to the new premises imminent, we advised that this was monitored carefully to ensure that there was sufficient support provided.

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	
26 Apr 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
30 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
15 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
27 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
27 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
6 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
11 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
2 Jun 2010	Announced	Care and support Environment Staffing	5 - Very good Not assessed Not assessed

Date	Type	Gradings	
		Management and leadership	5 - Very good
14 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
1 Jul 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
11 Oct 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
29 May 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good

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