

Spark of Genius Woodside Care Home Service

Woodside Farm
Dalrymple Road
Coylton
Ayr
KA6 6HQ

Telephone: 01292 570427

Type of inspection: Unannounced
Inspection completed on: 23 April 2018

Service provided by:
Spark of Genius (Training) Ltd

Service provider number:
SP2006008009

Care service number:
CS2015342800

About the service

The service was registered with the Care Inspectorate on 26 January 2016 and is registered to provide residential care for up to five young people.

The service is provided by Spark of Genius (Training) Ltd and is situated in a rural location approximately 6 miles from the town of Ayr.

The accommodation consists of five bedrooms, shared kitchen, bathroom and laundry facilities.

There are several unused outbuildings and a large garden area.

The service provider statement of purpose states that the overall aim is to provide care which helps a young person to make sense of past experiences and to develop coping strategies to deal with these.

Provides young people with positive, stimulating and enjoyable experiences. Helps young people (and wherever possible their families / networks) to plan towards a positive and successful future.

The service provides the residential living accommodation for the young people while their educational needs are met through attendance at learning centres also provided by Spark of Genius, or at other educational provision, whichever is identified in care plans.

At the time of the inspection, five young people were using the service.

What people told us

During the inspection we spoke with social workers for the young people. Woodside staff were described as 'having a good understanding of the young people they support' and of being responsive to social work requests; being 'good at taking things on board'.

One social worker stated that the service had been successful at supporting one young person into education where previously they had not attended. The young person had recently disengaged from education, however we were informed that staff continue to try and encourage them to re-engage with their plan.

Some young people had been involved in absconding from the service and informed us that this was due to their being 'bored and having nothing to do'. Social workers informed us that this was not accurate as staff do make attempts to engage the young people and they are choosing not to participate in activities offered to them.

During the inspection we spoke with two young people individually and two other young people whilst with staff. All four young people described feeling safe and supported within the service. Young people confirmed they had staff members they would approach to confide in and that generally they felt supported by the staff team.

We attempted to contact young people's parents and carers to seek their views however we were not able to speak with many during this inspection.

We spoke individually with four staff members during the inspection and a further three in group settings. Staff described an unsettled period during the previous months. They further confirmed that this situation had since resolved following appointment of new assistant managers and the return of the service manager following a period of absence.

Some staff were unclear as to the admission and matching of young people processes and were of the view that this could be improved through increased consultation with the staff group.

Self assessment

Self assessment not requested for this inspection year.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Following the inspection we have assessed that the quality of care and support within Woodside to be good and the quality of the staffing of the service to be very good.

We found that the staff group had continued to work hard at trying to engage young people through a period of disruption, that may have occurred in part due to the quality of relationships between the group of young people. We learned that the frequency of disruptive incidents had decreased following some young people leaving the service. However, at the time of the inspection the young people had disengaged from their plans and staff were attempting to rebuild relationships to recommence progress toward their individual goals.

We found that the service provided a good level of care to young people; having supported them to attend their education - leading to educational achievement - and in offering activities to engage in to develop interests and increase their level of fitness. Some young people had successfully completed Duke of Edinburgh awards subsequent to participating in these activities; thereby increasing their levels of self esteem and confidence.

Young people told us of their previous engagement in education; where prior to arriving at the service they had not attended school. Good outcomes had also been achieved in young peoples goals toward health and fitness with participation in some physical activities; such as the use of the service's gym. Where young people had a particular skill or interest - such as football - this was also being actively promoted and their participation supported.

The service had been successful in accessing a smoking cessation project and having the worker attend the service to deliver advice and guidance to young people. These sessions were well attended by the young people and there is potential for this advice to result in positive choices by them in relation to smoking patterns.

Comprehensive care plans informed by detailed risk assessments identified achievable goals that were linked to the wellbeing indicators - safe, healthy, achieving, nurtured, active, respected, responsible, and included - of Getting it right for every child (GIRFEC).

The young people's plans were regularly reviewed and young people were actively encouraged to participate in the review of their plan and offer their views of how they would wish the plan to progress.

We also noted that the young people were encouraged to offer their view of their risk assessment and to comment on any area of assessment they disagreed with.

In instances where there was disagreement staff addressed this with the young people; for example, where young people's independence or movements were restricted the service staff had supported young people to understand the reasons for this.

Young people's risk assessments contained appropriate strategies; informed in some case through multi agency agreements. Where the need for specialist supports were identified this had been accessed. We have commented further on this issue in the section 'What the service could do better'.

Young people had access to independent advocacy and we spoke with the advocate who visited the service. We learned that at the time of the inspection the young people had not raised any issue with the advocacy service and the worker was developing relationships with the group of young people.

Contact between young people and the people important to them was being enabled - where appropriate - through significant efforts by staff. This promoted and maintained positive relationships with family and carers in the young peoples home community and contributed to their emotional well-being.

In our observations of the staff interaction with young people we noted that staff attempted to engaging meaningfully with young people in order to established trusting and supportive relationships.

As stated above, although staff described an unsettled period in the house earlier in the year, those staff members who spoke with told us that the situation was improving, morale was now "really good" and the team was cohesive and supportive.

Staff were qualified to HNC level and SVQ 3 or working toward these qualifications. The service recruitment process includes reference checks from previous employers and background checks through the PVG scheme. All staff members were registered with the Scottish social services council and understood their responsibilities as residential child care workers

These processes aimed to ensure that staff were suitably experienced, and had the ability to develop the necessary skills to effectively support and care for young people.

Newly appointed staff received a period of mentoring where more experienced staff were available to them to assure and guide them when required.

What the service could do better

In discussions with young people we were told that some disruptive behaviours occurred because they felt bored. The manager and external manager did not accept this view during our feedback discussion; comments from placing social workers supported the managements view.

We found evidence of staff supporting young people to participate in physical activities such as attending at the gym, trampolines, go karting, playing pool, football and other activities associated with some young people achieving Duke of Edinburgh awards. However, we also noted records of occasions where young people were inactive for significant periods. Staff should continue to build positive relationships with young people and employ innovative methods to engage young people in activities of interest to them.

We found that some of the supports identified to address young peoples needs had taken a considerable time to be accessed and were informed that this had been outwith the control of the service. However, we would recommend that the service provider should ensure a pro active approach in accessing supports for young people - or enacting contingency arrangements - in accord with the principles of Getting It Right For Every Child (GIRFEC)- the Scottish Governments approach to improving outcomes for children and young people. We have identified this as an area for improvement.

In discussions with young people and staff we found that there was a gap in knowledge of the Health and Social Care standards that became active in April of this year. Whilst recognising that these are recently introduced we would expect services to be discussing these with young people and staff. We will review this matter at the next inspection.

We learned from staff that for a significant period last year, they felt there was a change in the quality of management support. This was subsequent to the absence of the service manager for a short time. Some staff advised us that they felt unsupported at this time.

Whilst this situation is reported to have now been resolved, the service provider should closely monitor and evaluate the staff support during such times to ensure there is no detrimental impact on staff support that could subsequently impact on the progress of young peoples care plans.

During the inspection we learned that the service had experienced a drop in staffing numbers. The manager and staff continued to work hard to ensure all staffing levels were met. However we recommend that staffing levels and deployment should be kept under review to ensure all the needs of young people are met as fully as possible and that young people are able to have one-to-one time with relevant staff when this is needed. We have identified this as an area for improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service provider should ensure a pro active approach in accessing supports for young people - or enacting contingency arrangements - in accord with the principles of Getting It Right For Every Child (GIRFEC).

This is to ensure care and support is consistent with the Health and Social Care Standards which state that My care and support meets my needs and is right for me. (HSCS 1.19)

2. We recommend that staffing levels and deployment should be kept under review to ensure all the needs of young people are met as fully as possible and that young people are able to have one-to-one time with relevant staff when this is needed.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that My needs are met by the right number of people. (HSCS 3.15)

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	
10 May 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
2 Aug 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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