

4 Rimbleton Park Care Home Service

4 Rimbleton Park
Glenrothes
KY6 2BZ

Telephone: 03451 555555 Ext 442885

Type of inspection: Unannounced
Inspection completed on: 17 May 2018

Service provided by:
Fife Council

Service provider number:
SP2004005267

Care service number:
CS2003006819

About the service

4 Rimbleton Park is a care home for children and young people provided by Fife Council. It is registered to accommodate four young people. The building was originally two semi-detached houses which have been converted into one detached home.

The house is surrounded by gardens, including a patio area to the rear which is used in better weather for barbecues and outdoor activities.

The house is located in central Glenrothes, within a residential area and within the grounds of an educational support base. The town centre and local amenities are easily accessed by public transport.

At the time of this inspection, three young people were living at 4 Rimbleton Park.

This service has been registered since 1 April 2002.

What people told us

We met with two young people during the inspection. Both indicated that they were happy with the quality of the service they received in terms of comfort, activities, and the quality of the food. They said they mostly got on with staff and, although there were some grumbles about staff "nagging" or "moaning", we observed positive and light-hearted interactions between them.

One young person complained of being bored, although we found that they were, in fact, involved in regular activities outside the house.

We also received a completed questionnaire from one young person giving their views of the service, in which they indicated that they also were happy with the quality of the service they received.

Self assessment

A self assessment form was not required for this inspection.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We found that the service provided a supportive, nurturing environment and that there were particular strengths in its approach to caring for young people who had additional support needs.

For these young people, care plans contained detailed strategies for developing communication skills and promoting positive behaviour and independence. For example, the team had made very good use of visual aids (such as board-maker) and social stories to help young people understand what was expected of them and, as a result, they had made significant progress in relation to self care skills and managing social situations. The team had worked effectively with partner agencies to promote their health and wellbeing and had received positive feedback from professional partners for their role in supporting young people's progress.

There was less evidence that the service had been successful in engaging young people with more typical behavioural challenges, such as alcohol and substance misuse. Their care plans needed to be further developed to plan for a reduction in harmful behaviours and to be more specific about how positive changes might be achieved. Although there was some anecdotal evidence to suggest that there had been a reduction in some risk-taking activities for some young people, this was not clearly documented in a way which clarified what this was or how it had been achieved.

The service needs to introduce a greater degree of consistency into the care planning and review process by clearly recording coordinators' meetings, clarifying targets and tasks, and who has responsibility for taking these forward.

The service actively sought to promote young people's health and wellbeing through support for routine medical and dental appointments, through the provision of a healthy and varied diet, and through support for young people to be physically active and engaged in the community. The service was also good at supporting young people to enjoy outings and holidays in line with their individual interests.

We have graded the quality of care and support as good. This recognises that there are important strengths which have a significant positive impact on young people's experiences and outcomes. However, some improvements are needed to ensure that young people consistently have experiences and outcomes which are as positive as possible.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of environment

Findings from the inspection

The house at 4 Rimbleton Park provides a clean, comfortable, and homely environment for young people.

A suitable range of risk assessments were in place. These were updated regularly and in the light of events. Together with regular health and safety routines and checks, which included monitoring fridge temperatures to ensure food was stored safely, portable appliance testing (PAT) to ensure that electrical equipment was safe, and Legionella checks of water temperatures, they helped to provide a safe and secure environment. There was a low incidence of accidents which indicated that safety and security measures were effectively maintaining a safe environment.

Young people had access to a computer, laptop, and tablets with the internet. The system was filtered and monitored by an outside contractor (Netopia) which restricts access to inappropriate sites. We saw that staff monitored computer activity and gave guidance on safety when using social networking sites, aimed at helping young people to develop a responsible approach to using social media and the internet.

It was good to see that staff adapted the environment to meet young people's needs and preferences. For example, one young person was very excited to move into a newly decorated bedroom in their choice of colours and happily contributed to hoovering and tidying up to help with this process. Staff were also working with young people to develop a sensory area in the garden to encourage them to spend time and relax there.

The staff supported young people to make good use of community sports and leisure facilities.

Although well maintained, the house is showing signs of wear and would require upgrading if it were not for the fact that a replacement building is planned to be built within the next year or so. On this basis, we have given a grade of good for the quality of environment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

There had been an improvement in the stability and consistency of the staff team since the last inspection. The team was now almost fully staffed and there appeared to be few problems in deploying a consistent, experienced staff team who knew young people well.

Staff benefitted from well planned mandatory training which included child protection, Crisis, Aggression, Limitation, and Management (CALM), Dyadic Development Practice (DDP), and first aid etc. Some staff had also undertaken additional training relevant to the needs of young people, including Understanding Self Harm and manual handling.

Team meetings were held regularly and were being used constructively to develop and refresh key aspects of staff knowledge and skills and to reflect as a team on issues of theory and practice, including a focus on trauma-informed practice which had generated reflective discussion about the experiences of young people and how this impacted on their behaviour and their ability to respond to care and support offered by the team.

In discussion with members of the staff team, there was greater clarity of purpose and a sense of cohesion. The introduction of some new staff with recent training and varied experiences had helped to energise the team as a whole and, as more than one person commented, "the team is changing – for the better".

Interactions with young people were, on the whole, very positive, giving consistent messages and modelling appropriate social interactions. Staff expressed affection for young people, took an interest in their activities, and were quick to praise positive behaviour.

A self assessment form which helped staff to identify their own skills and areas for development was being used constructively as a focus for discussion by line managers. The discussions led to agreed action plans which identified areas for further development and training, as required. It appeared that the team had responded positively to the challenge of using the self assessment forms as a tool to reflect on and improve their practice.

Overall, the team was performing to a very good standard and few areas of improvement were identified. The service should, however, provide staff with training to support their work with young people who have additional support needs, such as Understanding Autism.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of management and leadership

Findings from the inspection

The manager provided strong leadership and there were comprehensive systems in place for monitoring and developing the quality of the service. These combined elements of management and leadership had led to improvements in the service since the last inspection, particularly with regard to the quality of staffing, as noted previously in this report.

Within the house, the well established and experienced senior team contributed positively to the support of staff and the quality of key operational systems, including the collation of monthly management reports and file and medication audits.

The frequency of supervision was monitored monthly and was generally found to be taking place in line with the organisation's policy of every six to eight weeks. We looked at a small sample of supervision records and found that they were of a good standard, with a focus on practice and professional development.

A key strength in the system was the effective use of sickness absence and performance management systems, which had contributed to the increased stability within the staff team.

As well as the effective internal quality management arrangements, the service was subject to external scrutiny through peer review, with another house manager undertaking a comprehensive inspection of the service and producing a report and action plan to address any identified areas for improvement. The recent peer review carried out at 4 Rimbleton Park had identified very few areas which required action.

In addition, the external manager provided effective support for the service, visiting regularly and maintaining an effective link between the house, other residential houses, and the wider service.

The service has demonstrated a commitment to using the external scrutiny provided by the Care Inspectorate to improve the quality of the service. However, it needs to be more rigorous in making timely notifications as detailed in the guidance 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

Overall, we found that the quality of management and leadership was very good and had contributed positively to the development of the service. At present, there are well established, effective quality monitoring systems. The service should continue to build on these. For example, by using the information to develop a comprehensive evaluation of the service based on its compliance with internal and external monitoring systems, linked with the improvements in outcomes for young people.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The service should take prompt action to improve the quality of risk assessments, making sure that they clearly identify risks to young people and specify the plans which are in place to manage the risks. They should be reviewed and updated to take account of changes in young people's circumstances.

National Care Standards, Care Homes for Children and Young People – Standard 4: Support Arrangements.

This recommendation was made on 18 September 2017.

Action taken on previous recommendation

Risk assessments were detailed and had been reviewed and revised appropriately in the light of events and developments.

Recommendation 2

The service should improve incident recording so that it can identify and evaluate the impact of significant events in young people's lives. The new incident recording system should be implemented and should include guidance for staff about what constitutes an incident.

National Care Standards, Care Homes for Children and Young People – Standard 7: Management and Staffing.

This recommendation was made on 18 September 2017.

Action taken on previous recommendation

The incident recording system had been implemented. The samples we looked at were appropriately recorded and of a good standard. However, we highlighted to the service that it should make sure that any issues which might be considered to be child protection should be recorded in the same way.

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
2 Aug 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
22 Dec 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
9 Oct 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
12 Aug 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
17 Mar 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 5 - Very good
16 Oct 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
13 Dec 2011	Unannounced	Care and support Not assessed Environment Not assessed

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
8 Jul 2010	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
17 Mar 2010	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
14 Jul 2009	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
15 Mar 2009	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
13 Oct 2008	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.