

Camoran Children's Resource Centre Care Home Service

8 Rendall Road
Kirkwall
KW15 1ZS

Telephone: 01856 873135

Type of inspection:

Unannounced

Completed on:

5 June 2018

Service provided by:

Orkney Islands Council

Service provider number:

SP2003001951

Service no:

CS2003009091

About the service

Camoran Children's Resource Centre residential services are situated over two properties within Orkney. The first is a new purpose-built, six bedroom detached property and is registered to accommodate four young people. The second property is a three bedroom semi-detached property which is situated in St. Margaret's Hope and is registered to accommodate two young people.

The aim of the service is to:

- Provide a structured and stimulating residential environment for young people that is free from prejudices.
- Treat young people with dignity and respect.
- Provide a safe, warm, nurturing, and empowering environment for young people to live in and move on from.
- Have a consistent, motivated, and qualified staff team.

This service has been registered since 1 April 2002.

What people told us

We were able to interview all young people who used the service over both sites. We spent time in the company of all young people. All were extremely satisfied with the care and support they received. All were very comfortable and relaxed in their homely environment. All had very good relationships with the staff group. Young people made the following comments about the service they received:

- "Food is good and it's healthy. They [staff] take account of special diets."
- "Yes, I know how to complain but I don't need too."
- "We have several plans for the home, we're going to develop the garden and grow plants and veg."
- "It's a good place to stay."
- "My family can visit and do regularly."
- "Most staff are available to talk to."
- "When I get homework staff help me if I get stuck."
- "Rendell Road is big and is full of nice people."
- "Staff look after you all the time."
- "School is going very well."

We were able to interview a social worker who supported several young people in the service. They indicated that they had very good communication with the service. They were also based in the service several days a week which helped develop meaningful relationships with both young people and staff. They said: "young people

need a pathways worker that they know". They indicated that young people were well cared for and that "staff were not shy to give young people a hug".

Self assessment

We did not request a self assessment prior to the inspection. We used the service's development plans to examine their performance and also the areas that they had improved since the last inspection.

From this inspection we graded this service as:

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

What the service does well

We found the service was operating at a very high standard and was awarded the grade of very good for both the quality of care and support and the quality of environment.

The service was in the process of developing new personal plan formats for the young people. Young people were involved in creating, reviewing, and implementing their identified targets. We found some very good examples where young people were achieving specific goals, such as eating healthily and learning and engaging in gaining independent living skills. Staff were very good at supporting young people to believe in themselves. All young people had positive educational placements and staff supported young people to promote and achieve high attendance. We saw a number of successful strategies that staff used to enable young people to get up and off to school. The attendance at the local schools had been transformational in boosting young people's confidence and self esteem.

The service was clearly focused on ensuring young people had positive outcomes. This was done by having a partnership approach and several external professionals had been used for educational input and consultation. This included teaching staff and child and adolescent mental health services (CAMHS) staff and consultant psychologist. All had been involved in giving input which supported best practice in the service. This had some transformational results with young people. We look forward to seeing the development of this in the next year.

All young people were encouraged and supported to take part in community activities. Most of the young people were active in attending the local leisure facilities, such as attending the gym and fitness classes. The older young adults were being supported to learn how to drive and had been attending a group called CONNECT which supported them to gain their theory course for driving. Young people were also given opportunities to go on holiday and also experience a variety of fantastic experiences, like attending attractions in London.

We found staff supported young people with respect and dignity and young people stated that they "felt valued". There had been a programme of dyadic development psychotherapy training. This approach was ensuring that young people were able to have meaningful relationships with the staff. Staff were found to be very knowledgeable of individual young people's needs and they helped create a nurturing and caring environment where young people develop positive opinions of themselves.

We found young people were very satisfied with the quality of the meals. They indicated that they were fully involved in menu planning and that meals were eaten in a setting which was relaxed and pleasant.

We found that the environment was homely, comfortable, and pleasant. The service had carried out upgrading to several public areas and also purchased new furnishings. This had been done in conjunction with young people and been done to a high standard. There was still some other areas which we indicated may require some enhancement. All young people had very comfortable bedrooms, which were all individually personalised. Young people had great pride in their bedrooms and they spent a lot of time relaxing and playing in their private space.

The service had very good environmental audits in both units to ensure that the service was appropriately maintaining the environment. Any issues with both environments were dealt with by the local authority very quickly and were rectified timeously. The service had premises risk assessments carried out for both units. Staff were aware of a range of strategies to keep the environment, and themselves, safe.

What the service could do better

The service is reminded to use chronologies more often to ensure that any major achievements and incidents are reported and recorded.

We had full discussions with the management team about making personal plans more young person friendly and more focused. The service had developed a pilot personal plan and would trial it over the next few weeks.

We also had a discussion about 'grey areas' in the throughcare and aftercare legislation and the inspector will seek further guidance to enable the service to ensure that young people access the support that they are legally entitled too.

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
4 Jul 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
11 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
4 Nov 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
8 Jul 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
19 Sep 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
21 Sep 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
22 Mar 2012	Unannounced	Care and support 6 - Excellent Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
9 Feb 2012	Unannounced	Care and support 6 - Excellent Environment 4 - Good Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
10 Dec 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Jul 2010	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
26 Jan 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
3 Nov 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
5 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Jun 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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