

# Riverside House School Care Accommodation Service

1 Bridgend  
Newmilns  
KA16 9BU

Telephone: 01560 323436

**Type of inspection:**  
Unannounced

**Completed on:**  
10 October 2018

**Service provided by:**  
Spark of Genius (Training) Ltd

**Service provider number:**  
SP2006008009

**Service no:**  
CS2005093148

## About the service

Riverside House is registered as school care accommodation. It is one of a number of services operated by Spark of Genius.

The service is registered to care for a maximum of seven young people aged between 10 and 18 years, one of whom will be on a respite basis. At the time of this inspection, six young people were living in the service. Some young people had resided there for a number of years. Young people have their educational needs met by attendance at learning centres provided by Spark of Genius, or at other educational provision, whichever is identified as being most appropriate. Riverside House is located in the town of Newmilns in East Ayrshire. It is a large detached house that is decorated, furnished and maintained to a very high standard.

This service has been registered since December 2005.

## What people told us

We spoke with two young people at inspection.

Young people told us that they felt happy living in Riverside House and regarded it as 'home'. They said that they "got on really well" with the staff and felt safe and included.

Young people knew the contents of their support plans and the goals that they were working towards. Young people felt consulted regarding support plans.

Young people described a range of activities that they were involved in and how staff supported them in attending. In response to the statement 'Overall, I am happy with the quality of care I get here', both young people 'Strongly Agreed'.

We spoke with two parent/carers. Both were very positive about the service and the care and support provided to their young person. Communication was described as very good and the staff team were held in high regard.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement/development plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service. The improvement plan used a framework of the new 'Health and Social Care Standards' and was reviewed three monthly.

## From this inspection we graded this service as:

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

## What the service does well

We looked at the 'Quality of care and support' and 'Quality of staffing' at this inspection.

We found that Riverside House provided excellent care and support to young people.

We found support plans and risk assessments to be thorough and subject to regular review. This meant that young people and staff were aware of progress regarding short and long-term goals. Care plans were based around the SHANARRI (safe, healthy, achieving, nurtured, active, responsible, respected and included) wellbeing indicators.

We found a very strong focus on the promotion of an ethos and culture of nurturing, community and belonging. The service 'claimed' young people. Young people referred to the service as 'home'. Participation and engagement were embedded within the life of the house through young people's meetings, support for 'Looked After' reviews and regular contact with independent advocacy, all enabling the views of young people to be heard.

Young people told us that 'going to staff' was the most effective way of raising and addressing any issues that they might have. The manager was available to young people on a daily basis. On an organisational level young people from the service contributed to staff recruitment and participated in the 'Spark Parliament', a forum where young people met with senior management from the organisation. .

We observed excellent staff practice and positive interaction with young people throughout our inspection. Young people enjoyed excellent relationships with staff. These positive relationships transcended beyond living in Riverside House with many ex-resident keeping in touch by visiting, staying for meals and receiving ongoing advice.

We saw excellent examples of work being undertaken with young people around relationships, loss, separation and resilience. Staff members had excellent insight into the different needs and preferences of the young people that allowed for highly individualised care and support.

The service used an independent clinical psychologist who provided staff consultation, training, and where appropriate, direct work with young people.

We saw that young people were encouraged and facilitated to achieve in education, further education, employment and leisure. At inspection two young people were attending the Spark of Genius school, two were attending college and two were in full time employment.

All the young people had access to a broad range of activities including horse riding, gym, snooker, ice skating and water sports.

All young people were registered with a GP, dentist, optician and other external services as required.

Medication storage and administration arrangements were effective.

The service worked well with the Looked After and Accommodated (LAAC) Nurse, the Child and Adolescent Mental Health Service (CAMHS) and Who Cares? Scotland.

All staff were trained in 'Therapeutic Crisis Intervention' (TCI), a de-escalation and crisis management method. This helped to keep young people safe. Two of the team were qualified TCI trainers.

We saw that catering arrangements were excellent, with a varied and healthy menu. The cook

worked hard to balance healthy eating with young people's preferences. Young people spoke to the cook daily regarding their dietary needs and preferences.

We found that Riverside House had very good staffing arrangements in place.

Recruitment, induction and staff development arrangements were robust. There was very little staff turnover and any vacancies were filled timeously.

Rostering arrangements were very good with the rota available a year in advance. Adjustments were made six weekly and issued to staff. Projected staffing cover needs were monitored daily by the managers. This meant that an appropriate number and mix of staff were on duty at any given time to best meet the needs of the young people.

We found the management and staff team to be knowledgeable, skilled and motivated. We witnessed informed and insightful dialogue regarding the care of young people.

Sound care practice was underpinned by a very good knowledge of theory.

We found very good staff meeting, changeover and supervision arrangements. This ensured an effective transfer of information and consistency of practice. Staff were encouraged and facilitated to review and reflect upon practice.

Staff held a range of qualifications including a Degree in Social Work, HNC and SVQ 3 and 4. Staff had access to a broad range of training and development opportunities including first aid, child protection, equality and diversity, child sexual exploitation (CSE), trauma, autism, drug and alcohol and attachment. This meant that staff were able to provide informed support to young people.

All staff were registered with the Scottish Social Services Council (SSSC) and worked to the SSSC Code of Practice.

Staff told us that they felt very well supported and that morale was high. We formed a view of a well-managed, supported and supportive team.

## What the service could do better

The service should continue to work upon its own improvement agenda.

The service should continue to incorporate the new 'Health and Social Care Standards' within documentation and practice.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
1 Feb 2018	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
25 Jan 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
31 Mar 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
23 Mar 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
18 Dec 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
8 Oct 2014	Re-grade	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
17 Feb 2014	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 May 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Jan 2013	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Oct 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	2 - Weak
27 Aug 2012	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	Not assessed
8 Mar 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
29 Sep 2011	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
25 May 2010	Announced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good
9 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
2 Oct 2009	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good Not assessed
17 Aug 2009	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 2 - Weak Not assessed
3 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
14 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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