

Heathervale Care Home Service

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Type of inspection:
Unannounced

Completed on:
23 October 2018

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Service no:
CS2003010930

About the service

Heathervale is a City of Edinburgh resource that provides care and accommodation to seven young people. It also provides an Outreach Service to families where there is a risk of young people being accommodated.

The service is located in a spacious purpose-built property in the Westerhails area of Edinburgh and is close to local amenities and transport links.

This service has been registered since 2002.

What people told us

We spoke with four young people at inspection. They told us that they "got on" well with staff and could discuss issues with them. They told us that they felt safe living in the house. They described various activities that they were involved in and we saw that they lived busy and purposeful lives. They told us that the food was very good.

We spoke with two parents/carers. Both were very positive about the service, citing very good relationships with staff and effective communication as major strengths.

Self assessment

At the last inspection the team leader was working on a development plan for the service. We found no evidence that this had been progressed.

Management meetings, staff meetings, staff supervision, change over meetings and file audit demonstrated monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We found that Heathervale provided very good care and support to young people.

Very good "Outreach" work with families in the community continued to be provided, albeit with a reduced number of families.

The service had incorporated the SHANARRI (safe, healthy, achieving, nurtured, active, responsible, respected and included) wellbeing indicators into support planning. This meant that progress could be measured in these key areas.

We saw that staff worked hard to form and maintain positive relationships with young people. Staff demonstrated a good understanding of the needs of individuals and how they could best be met. Very good key working arrangements were in place. This meant that young people could work towards their full potential. We discussed how recording of "key time" could be improved and how dates of review of care plans, risk assessments and contact sheets should be recorded.

Young people led busy and constructive lives. They were supported to attend school, college and voluntary work.

Staff supported young people to be involved in a range of sporting and leisure activities, including swimming, the gym and a local youth club.

We saw that young people were supported to maintain contact with family and friends ensuring that positive links with their communities were maintained.

Young people were registered with a GP, dentist and where applicable, an optician. Due regard was given to healthy eating. Young people spoke positively of catering arrangements.

Medication was managed well.

One young person was experiencing semi-independent living in an attached flat. This was designed to prepare him for independent living in the future.

Young people told us that they felt safe within the house.

A more suitable alternative placement for one young person was being sought. This should be progressed timeously.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Heathervale is a purpose-built house. It provides good communal living areas and young people are very positive about their bedrooms. The property presents as well furnished and homely.

We were told of delays in repairs and maintenance. There was damage to walls and two wardrobe doors were missing. Two rooms could not be used due to water damage from a flood over a year ago. We were told that outstanding problems with windows had not been addressed for over a year. At inspection, problems with ventilation for the boiler were being discussed. **(See recommendation 1)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure that repairs are dealt with timeously.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'My environment is secure and safe' (HSCS 5.17) and 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

Grade: 4 - good

Quality of staffing

Findings from the inspection

We formed a view of a knowledgeable, resilient and skilled staff team.

Relationships between staff and young people were a major strength of the service.

Training opportunities were good, and staff had recently undertaken a range of relevant training, including first aid, family therapy and CALM (crisis and aggression limitation and management) which was having a positive impact on the welfare of young people.

A weekly staff meeting took place. Minutes of meetings, and the views of staff, indicated that these meetings worked well and had an impact on consistency and continuity of care for young people.

Staff were suitably qualified and were registered with the Scottish Social Services Council (SSSC). Staff evidenced a good awareness of the SSSC Code of Practice.

Staff were clear as to their responsibilities in all areas of child protection and safe care.

Formal supervision arrangements were in place. The assistant team leaders worked hard to lead and support staff. The external manager was a regular visitor to the service and provided formal supervision to the assistant team leaders. He occasionally attended staff meetings.

We saw that rostering arrangements were very good with minimal use of locum staff.

Due to the house being at capacity, the service was unable to offer residential respite to outreach service users. Numbers of families receiving outreach had declined with only seven families receiving a service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The team leader had been seconded to the social work headquarters to undertake a specific piece of work. We were told that there was no timescale for her return. Assistant team leaders were working hard in her absence to maintain the service and felt supported by the line manager.

We saw that files were subject to regular audit, although not always recorded.

We saw that team leaders had a higher profile on evenings and at weekends. This meant that staff felt more supported.

We felt that the assistant team leaders should make every effort to meet as a group once a week to review and plan. We also discussed with them how "delegating" a "lead" assistant manager (situational leadership) for each shift might improve communication and delegation of tasks.

Whilst the uncertainty of the return of the team leader was unsettling to managers and staff, we discussed the need for some form of development plan for the service to be in place. This should set out priorities and achievable goals.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 1

To comply with the Public Services Reform (Scotland) Act 2010, and The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011 guidance 2011/28 Regulation 4(1)(b). The management team must notify the Care Inspectorate of incidents as detailed within the "Guidance on notification reporting - All registered care services". Publication Code: OPS-0411-020.

Timescale for implementation: Immediately.

National Care Standards Care Homes for Children and Young People - Standard 6: Feeling Safe and Secure.

This requirement was made on 27 July 2017.

Action taken on previous requirement

Requirement has been met. The service notifies the regulator of all relevant incidents.

Met - within timescales

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

Previous recommendations

Recommendation 1

To support staff:

- A) Assistant team leaders should have a higher profile on late shifts and at weekends.
- B) The provider should consider increasing night shift cover.
- C) The provider should explore further ways of supporting the staff team and improving morale.

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

This recommendation was made on 27 July 2017.

Action taken on previous recommendation

We saw from the rota, and were told by staff, that managers were working late shifts and weekends. Staff felt supported. A "twilight" shift was in place to help settle young people at night. Morale was described as "up and down" and "good" at the time of inspection.

Recommendation 2

The provider should review the suitability of placement, including educational provision, for the two unsettled young people.

National Care Standards Care Homes for Children and Young People - Standard 6: Feeling Safe and Secure.

This recommendation was made on 27 July 2017.

Action taken on previous recommendation

This recommendation has been met. The service was more "settled" at inspection.

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
27 Jul 2017	Unannounced	<div>Care and support4 - Good</div> <div>EnvironmentNot assessed</div> <div>Staffing4 - Good</div> <div>Management and leadership3 - Adequate</div>
20 Sep 2016	Unannounced	<div>Care and support4 - Good</div> <div>EnvironmentNot assessed</div> <div>Staffing4 - Good</div> <div>Management and leadershipNot assessed</div>

Date	Type	Gradings	
5 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Jul 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Sep 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 Jan 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Jun 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
12 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
20 Jul 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
23 Mar 2009	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Nov 2008	Announced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	4 - Good

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