

Springfield House Care Home Service

Ladeddie Farmhouse
Drumcarrow
Cupar
KY15 5TY

Telephone: 01334 840890

Type of inspection:

Unannounced

Completed on:

16 October 2018

Service provided by:

Applied Care & Development Limited

Service provider number:

SP2003003432

Service no:

CS2013317845

About the service

Springfield House is a care home service registered to care for up to nine young people between the ages of 12 and 19 years. It is situated in a rural location near Cupar in Fife.

The premises consist of a detached, two-storey former farmhouse, Springfield House, and a detached single storey steading, Ladeddie Steading. Both premises present as homely and are decorated, furnished and maintained to a very high standard.

At the time of this inspection, four young people were living in each of the two houses.

The provider of the service is Applied Care and Development Limited, (ACAD), a private limited company with its registered office in Dumfries.

The stated aims of the service are: "ACAD Springfield is committed to the provision of high quality, needs led specialist childcare services and facilities in line with recognised childcare principles, guidance and legislation. We achieve this through adopting a consistent, caring and flexible approach within a nurturing and enabling environment".

This service has been registered with the Care Inspectorate since 30 October 2013, with Ladeddie Steading added to the registration on 6 April 2017.

What people told us

We spoke with three young people at inspection and received three completed care standards questionnaires. Young people viewed their lives within Springfield and Ladeddie as very positive.

In response to the statements "Staff treat me fairly and with respect" and "Overall, I am happy with the quality of care I get here", all the young people "Strongly agreed".

Young people told us that they "got on well" with the staff and felt listened to and safe. Comments included:

"I have settled in well - staff are good - I think the house should have a laptop for homework".

"I get on with the staff well - it's a good place to live".

"I get on with the young people and staff really well - the food is good".

"I like it here - I have seen my care plan - I get on with staff well especially (staff member)".

We spoke with four parent/carers by telephone. All were "happy" with the service that their young person received. Comments included:

"Staff are really helpful - communication has improved".

"Staff are very friendly - excellent - communication is good but I would like a little more feedback on how he is doing".

"Staff are brilliant - I am kept informed".

"Communication is very good - staff are very friendly and professional - it gives me peace of mind to know she is cared for and safe".

"(young person) is very well looked after - staff are brilliant".

We received one e-mail response from a placing social worker. They held the service in high regard. Comments included:

"I cannot fault this placement on any aspect. The care provided is excellent and the opportunities that have been offered to my child are second to none". .

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring 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	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 Springfield House and Ladeddie Steading provided very good quality care and support to the young people living there.

The major strength of the service was the very good relationships between young people and staff. Young people felt safe and listened to. We found a positive and inclusive routine and rhythm to daily life.

Very good initial assessment ('This is me - This is my life') was complemented by very good care planning and review arrangements.

Care plans incorporated the SHANARRI (safe, healthy, achieving, nurtured, active, respected, responsible and included) wellbeing indicators. Through discussion with young people, one or two goals were identified each month. Young people's files contained a copy of the new 'Health and Social Care Standards' to help young people identify areas for improvement.

Risk assessment and risk management plans were reviewed regularly and discussed with young people. We saw that risk was managed well. Behaviour management plans were in place if required.

A named staff team system was in place that ensured care plans and risk assessments were up-to-date.

We saw that young people were supported to attend and achieve at school, with the service enjoying very good relationships with schools. The service had access to an attached Educational Psychologist and a Clinical Psychologist.

The service continued to explore the work of Dan Hughes regarding attachment theory and the use of PACE (Playfulness, Acceptance, Curiosity and Empathy) in engaging with young people.

We found that young people were supported and facilitated in keeping in touch with families and friends.

Due regard was given to healthy lifestyle. We saw that young people were registered with a local GP, dentist and, where applicable, optician.

Young people helped plan the menu and could be involved in shopping and cooking.

Young people had access to a range of activities including hill walking, football, skateboarding/scootering, golf, cinema, and trampolining. Young people had enjoyed holidays to Bridlington and Alton Towers in the summer and a group were at Blackpool at inspection.

A young person's meeting took place each week within each house.

We were told that the service consulted with stakeholders twice a year to evaluate the service. A further evaluation was carried out annually by a senior manager from outwith the service.

We found that managers and staff had a very high level of commitment to the young people in their care. We saw that managers and staff worked very hard to make the houses positive, homely and stable places to live.

Staff "enjoyed" their work. A challenging period in one house over the summer had been negotiated well and staff morale was described as "good".

All staff were registered with the Scottish Social Services Council (SSSC). Staff we spoke with evidenced knowledge of the SSSC Code of Practice.

Newer members of the team described a very positive induction and said that they were welcomed and supported by managers and staff.

Staff had access to a range of training and development opportunities including child protection, first aid, attachment, epilepsy and self-harm. All staff were trained and recredited in CALM (Crisis and Aggression Limitation and Management).

We saw that the service had a full training programme in place for 2018/2019.

A very good staff supervision and staff meeting model was in place. Staff told us that they felt supported and that managers operated an "open door" policy.

The managers told us that they were well supported by the operations manager who was a regular visitor to the service.

What the service could do better

Each house runs independently of the other and are, in fact, two separate services. We were told that the service was to split into two separate registrations, Springfield House and Ladeddie Steading. This should be progressed through the eForms system.

Acquiring a laptop for home work should be progressed.

Expectations around communication with parents/carers should be negotiated individually.

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
6 Dec 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
16 Feb 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
24 Nov 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
16 Oct 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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