

Sundrum View Care Home Service

Ayr

Type of inspection:
Unannounced

Completed on:
15 November 2018

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Service no:
CS2003045401

About the service

Sundrum View children's home provides care and accommodation for up to seven children and young people from the South Ayrshire area on a short or long term basis. It is owned and managed by South Ayrshire Council.

The new purpose built bungalow is situated in a residential area in Coylton near Ayr. It has six bedrooms and one semi-independent living space all with en-suite amenities. The house has a comfortable lounge, kitchen, kitchen dinner, TV/gaming room and a landscaped garden to the rear.

The stated purpose of Sundrum View is:

'to provide children and young people with high quality, safe residential services that meet their needs. The service will be person centred, modern, effective and outcomes-focussed and will allow children and young people to grow, develop and meet their full potential in all aspects of their lives'.

At the time of the inspection, there were six young people living at Sundrum view.

What people told us

At our inspection we spoke with two young people residing at Sundrum View. Prior to inspection we received five questionnaires from young people about their experiences at Sundrum View. Feedback was positive from young people who told us they liked the house and valued the support they received from staff. They told us they were involved in lots of aspects of their care, such as planning, preparing meals, activities and contributing to house rules.

Below are some of the comments we received.

"I don't think things could be any better"

"They changed their support to help me"

"It's a nice place to stay"

"staff talk to you and help with homework"

Self assessment

Not requested at this inspection.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

At this inspection Sundrum View demonstrated important strengths in supporting young people towards positive outcomes. Since moving into the newly built premises in March 2018, the team have worked hard to lay effective foundations for continuous improvement.

We concluded Sundrum View provided a stable and homely place for young people to stay. We were encouraged to see relationships between staff and young people sufficiently trusting to enable a sense of fun and informality. We liked how key relationships for young people were supported through activities and quality one to one time with staff.

We saw effective practice to keep young people safe whilst promoting a level of age appropriate independence. We liked how staff worked in partnership with young people to agree safe plans around areas such as independent travel, mobile phone use and the internet. Risk planning and assessment was all up to date with sufficient measures to ensure the safety and protection of young people.

The team developed strong partnerships with families to support and sustain important relationships away from the house. We were also impressed by some of the family work being undertaken by the team at Sundrum View. Links with advocacy were well established as were links with social work, health and education. Feedback from social workers supported this view highlighting the pro-active approach taken by the team.

We thought young people were well-supported to realise their potential through a range of educational placements and wider learning opportunities. This was achieved through strong partnership links and it was pleasing to see all young people attending educational placements regularly whilst residing at Sundrum View.

We thought young people were well-supported to achieve high standards of physical and mental health support. Strong links with external providers were in place as were robust reviewing procedures to discuss the needs of young people. A high proportion of staff had been trained in medication administration and individual medication assessments were in place for young people.

The service was in the process of implementing person-centred plans for young people which we felt will strengthen the involvement of young people in care planning. This process will also make plans more meaningful for residential staff supporting young people towards their goals.

The current care plans for young people could be more individual and SMART (Specific, Measurable, Achievable, Realistic and Timebound) in their development. Current plans covered broad objectives with many actions attributed to agencies with on-going time scales.

The service had introduced the well-being indicators (which come from the Getting It Right For Every Child approach) to daily recording sheets however these were not being used. We thought going forward daily recording for young people could better relate to the care plan and the desired outcomes for young people.

Whilst behaviour management strategies were in place for young people, we thought strategies could better represent the language of the behaviour management model used. This was discussed with the management team at feedback who agreed this would help embed skills and knowledge gained from the recent behaviour management training.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The newly open house provides a very pleasant and well-maintained environment in the style of a comfortable well proportioned bungalow. It was pleasing to hear young people were involved the design and on-going development in relation to the environment at Sundrum View.

Young people's bedrooms were comfortable and well-equipped with furnishings and personal items that reflected their interests. We liked that on admission to the house young people were provided with a budget to personalise their rooms. Young people spoke of being aware of the boundaries within the home and how they supported and respected each others space.

Staffing levels contributed to a safe environment and enabled staff on duty to engage regularly with children and young people and give them appropriate levels of individual attention. Staffing levels also helped to ensure good all-round awareness of interaction around the house.

A robust maintenance and repair system ensured that the house fixtures and fittings were maintained to a very high level of safety and quality. The service is supported by a facilities and maintenance person who responds promptly to any requests whether routine or urgent. The service had access to two cars and additional pool cars from the local authority were also available.

A very high physical standard had been maintained since opening. This contributed to a sense of pride in their home by children and young people living who appeared well-motivated to take care of the house.

The house provides a very good standard of living, however we thought more communal space would be of benefit to the young people and support visiting family, friends or external visitors to the house. We thought in the future a summer house or garden hut may add to the communal space for young people.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

At this inspection we found considerable improvements in the quality of staffing and graded it good.

Since our last inspection the service had worked hard to strengthen its training for all staff. We thought this had brought the team together in a positive way that was supporting both the development of staff and a learning culture at Sundrum View.

We saw strong examples of creative work supporting young people to develop positive coping strategies. Interaction between young people and staff showed that staff knew the young people as individuals and understood their needs. Young people appeared at ease in staff's company and told us they were confident in their ability to support them and set boundaries.

We concluded staff morale was improving following a lengthy period of change. Support staff told us the team supported each other well and felt well-placed to undertake their roles at Sundrum View. During our inspection it was pleasing to find staff confidently able to provide the necessary practical and emotional support to children and young people.

Staff told us they felt supported by management and we were encouraged to see meaningful appraisals were in place. However both management and staff recognised formal supervision could be more frequent. It was pleasing to see quality assurance systems had been developed to ensure staff have regular supervision in accordance with the providers policy.

Suicide and self harm training for staff was planned for the near future which we welcomed as this will improve confidence across the team. We thought residential staff may benefit from increased involvement in care planning at the service. We concluded this would develop staff skills in this area and help tailor their support to young people.

We saw that robust recruitment procedures were in place at the service. However we felt the service missed an opportunity to involve the young people of in the appointment of the new temporary house lead. We would like to see future appointments of staff involve young people meaningfully in the recruitment process.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

At this inspection we found significant progress in management and leadership and graded it as good. A service restructure was taking place and we were encouraged to hear staff felt consulted in the process. We saw improvements in management culture at Sundrum View where policies and practice for positive and improving outcomes were in place and being implemented.

It was pleasing to see an outcome focussed team plan developed in consultation with stakeholders and staff. We also thought partnership links with a range of external agencies were strong and working to the benefit from embedded multi-agency partnerships working at organisational and individual care planning level.

We saw some effective quality assurance measures at case management level however we thought these could be improved to include external management scrutiny of the service. It was pleasing to hear service level audits were in the process of being developed and we look forward to measuring their impact at our next inspection.

Some significant incidents had not been notified to the Care Inspectorate in accordance with regulatory requirements. Guidance on the details of notifiable incidents can be found in 'Records that all registered services (except child-minding) must keep and guidance on notification reporting.' on www.careinspectorate.com.
(See recommendation one)

Following incidents staff had completed incident report forms however we found that management recording of debrief and actions taken were not always completed. The manager agreed future incident reports must better record the staff debrief process, actions taken and any learning from the incident.
(see recommendation two)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider must ensure that all required notifications are made to the Care Inspectorate.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I benefit from different organisations working together and sharing information about me promptly'. (HSCS 4.18)

and

Records that all registered care services (except child-minding) must keep and guidance on notification reporting. Care Inspectorate Publication code: OPS-0212-119. Amended version 1 April 2015.

2. Following incidents, the registered manager should ensure recording in relation to staff debrief, actions taken, learning and safe care are in place and being used.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'My care and support is provided in a planned and safe way, including if there is an emergency or unplanned event'. (HSCS 4.14)

Grade: 4 - good

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

Previous requirements

Requirement 1

The provider must take action to ensure that staff have the training and skill to ensure young people are kept safe in the house at all times. A review of staff skill should be carried out and any training needs identified and addressed in an action plan which should be submitted to the Care Inspectorate.

Risk assessments must be maintained to include current risk factors.
This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Regulation 4 (1) (a) Welfare of users.
National Care Standards, care homes for children and young people - Standard 6: Feeling safe and secure.

This requirement was made on 21 February 2018.

Action taken on previous requirement

The service had taken positive steps to ensure staff skill appraisals had been completed and resultant training identified and delivered. Training in child protection, child sexual exploitation, behaviour management and suicide first aid was being delivered with on-going evaluation and analysis undertaken by the management team.

Met - within timescales

Requirement 2

The provider must ensure staff are competent in managing challenging behaviour as a matter of urgency. This is to ensure they can safely and competently manage the behaviour of young people. The needs of young people currently residing in the care home should be re-assessed and appropriate recourses in place to meet these needs.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Staffing - 13. A provider must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users- (a)ensure that at

all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users;

And

National Care Standards, care homes for children and young people - Standard 7: Management and staffing

This requirement was made on 21 February 2018.

Action taken on previous requirement

At this inspection we did not observe staff managing challenging behaviour however we observed practice and spoke with young people and staff. Young people appeared at ease in staff's company and told us they were confident in their ability to support them and set boundaries. 5 day training on a specific behaviour management model had been delivered to majority of the staff team with yearly updates planned.

Met - within timescales

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

Previous recommendations

Recommendation 1

The manager should ensure that crisis response intervention support plans are in place for all young people.

National Care Standards, care homes for children and young people - Standard 6: Feeling safe and secure.

This recommendation was made on 21 February 2018.

Action taken on previous recommendation

The service had taken positive steps to ensure crisis intervention plans were all in place for all young people at Sundrum View.

Recommendation 2

The manager should ensure that an up to-date service development plan is created in which current outcomes and views of young people, staff and stakeholders are considered.

National Care Standards, care homes for children and young people - Standard 7: Management and staffing.

This recommendation was made on 21 February 2018.

Action taken on previous recommendation

At this inspection we saw an up to date service development plan was in place. The registered manager told us this was produced following staff development days earlier in the year. We saw consultation systems were in place for stakeholders which were routinely reviewed and improvements taken forward by the registered manager.

Recommendation 3

Training should be prioritised for staff which reflect the support needs of young people.

National Care Standards, care homes for children and young people - Standard 7: Management and staffing.

This recommendation was made on 21 February 2018.

Action taken on previous recommendation

Since our last inspection the service had worked hard to strengthen its training for staff. Specific training in child protection, nurture, self-harm and behaviour management were particularly relevant to the needs of young people residing in Sundrum View.

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
21 Feb 2018	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
23 Feb 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
12 Feb 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings
		Management and leadership 4 - Good
19 Sep 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 Sep 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
24 Jan 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
18 Oct 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
12 Jan 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
9 Jun 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
1 Feb 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
19 Aug 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	Not assessed
2 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good Not assessed
19 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
11 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
29 Jul 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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