

Starley Hall School

School Care Accommodation Service

Aberdour Road
Burntisland
KY3 0AG

Telephone: 01383 860314

Type of inspection:

Unannounced

Completed on:

22 November 2018

Service provided by:

Starley Hall School Ltd

Service provider number:

SP2004006683

Service no:

CS2003007103

About the service

Starley Hall has been registered with the Care Inspectorate since April 2011. It was previously registered with the Care Commission.

The service is provided by Starley Hall School Ltd, a private limited company which operate a school care accommodation service and three community houses.

Starley Hall is registered as a school care accommodation service. The service is an independent school providing 24 hour residential care for up to 15 children and young people aged from 10 to 18 years who have additional support needs. The service told us that they have a total of 13 beds therefore we have asked them to apply for a variation to their conditions to reduce the numbers of children and young people from 15 to 13. Starley Hall is situated on the outskirts of Burntisland, a Fife coastal town overlooking the Firth of Forth. Some day pupils also attend the school provision but these children are not considered as part of the registered service.

Within the grounds there are a number of buildings including Starley Hall, the Lodge, the School and Adminstrative building and the View where therapeutic support can take place. Young people stay either at Starley House or the Lodge, accommodating eight and five children and young people respectively. All bedrooms are single and some have en suite facilities. Each house has a variety of communal spaces and the site also has gardens and a sports pitch.

The service has a senior management team including heads of care and education. The rest of the staff group consists of a care staff team, a therapeutic services team, education staff, catering and house staff, administration staff and maintenance staff.

The service's vision and aims include:

- Offering a therapeutic and nurturing environment to allow every child the opportunity to build confidence, develop resilience and reach their potential.
- Working in partnership with families, carers and professional agencies to ensure everyone is working towards positive and agreed outcomes which place the child/young person at the centre.
- Meeting the needs of every individual child and young person through integrated and child centred planning, interventions and approaches.

What people told us

We spoke with seven young people as part of this inspection. All young people were very positive about the school. They liked their bedrooms which they had been able to individualise. They got on well with staff. They had a choice of food and the food was good. Some young people told us they were helped to stay in touch with family members. All young people knew who their key workers were and who the managers were. None of the young people we spoke with voiced dissatisfaction about any aspect of the service.

Self assessment

We did not ask the service to submit a self assessment this year.

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

The quality of care and support afforded children and their families in this service was excellent. The reflective and rigorous approach to self evaluation, the culture and resilience of the service and their approach to continual improvement evidenced to us that this could be sustained and developed over time.

Stable, consistent and enduring relationships with staff supported children to feel safe, nurtured, loved and at home. Staff engaged with children using language and activities aimed at the emotional age of the child rather than their chronological age. They recognised the impact of early trauma and adverse childhood experiences on children and the need to provide reparative care. Staff were appropriately trained and knew their role in relation to child protection and we were confident that they could recognise, record and report any concerns which arose.

The culture of the agency was evident at all levels and children benefitted from the very nurturing and reflective approach to care planning. Care Planning was detailed with clear analysis of the impact of the approaches taken. Social stories were used effectively with children to support their understanding of key parts of their plan and in this way plans were accessible to children with limited understanding and communication. The service planned to continue to develop in this area.

Comprehensive multi disciplinary assessments, using past and current information, helped staff to understand the complex needs of children. The whole team adopted innovative and creative approaches to care for and support children and their families to be healthy, active and to achieve. Staff were vigilant and communicated well about children's needs and this supported early identification of health issues and the need for medical intervention. Staff were proud of children's achievements whether these were academic, work based, or as part of a hobby or interest and celebrated their successes. Children were supported to be active and responsible citizens and participants in their local community and within the service. Their views were respected and could influence all aspects of service provision.

Staff recruitment and training was of a very good quality. Recruitment processes supported the appointment of staff who understood the culture and philosophy of the service. Training was varied and comprehensive. It supported staff to understand trauma informed care and practical approaches to supporting children in their everyday lives. Staff induction training was impressive and based on information sharing, training, reflective practice and regular review which involved a range of staff and young people. We saw positive working relationships between staff who communicated well to support and improve children's lives. This supported a good quality of staff who understood the needs of children using the service and how to support children's needs.

What the service could do better

We thought the service could do more to inform children and young people, their families and stakeholders about how their views have influenced service development. We suggested some actions they could consider.

The service should continue to develop accessible care plans for children and young people.

The service were strongly committed to the children in their care and this meant that it was difficult for them, at times, to recognise when they were unable to meet the very complex needs of some children. This could be due to a range of factors. Although we did not see that this had necessarily impacted adversely on children and young people who had been supported by staff throughout, there had been some impact on the staff group. The service should continue to provide support and reflective opportunities for staff to discuss current pressures and anxieties.

In conclusion we saw that outcomes for children's care and support experiences were outstanding. The innovative and creative approaches across a range of key areas had been sustained and developed further over the previous year. This has informed the grade of excellent for care and support.

In relation to the quality of staffing, we saw that the service had major strengths and any areas identified for improvement were few and aimed at refining an already high quality provision. Aspects of this area particularly around staff induction were seen as excellent. The service are continuing to promote a culture of reflection in their work and we assessed that this will continue to improve the quality of staffing within the organisation. This has informed the grade of very good for this theme.

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 |
|-------------|-------------|--------------------------------|
| 18 Dec 2017 | Unannounced | Care and support 6 - Excellent |

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |
| 20 Feb 2017 | Unannounced | Care and support | 6 - Excellent |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | 6 - Excellent |
| 24 Mar 2016 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 27 Mar 2015 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 6 Oct 2014 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 4 - Good |
| | | Management and leadership | 5 - Very good |
| 27 Mar 2014 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 18 Jun 2013 | Re-grade | Care and support | 4 - Good |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | Not assessed |
| 7 Feb 2013 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |
| 27 Sep 2012 | Unannounced | Care and support | 5 - Very good |

| Date | Type | Gradings | |
|-------------|--------------------------|---------------------------|---------------|
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 19 Dec 2011 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | 5 - Very good |
| 8 Jul 2011 | Unannounced | Care and support | 6 - Excellent |
| | | Environment | 5 - Very good |
| | | Staffing | Not assessed |
| | | Management and leadership | Not assessed |
| 3 Dec 2010 | Announced (short notice) | Care and support | 6 - Excellent |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | Not assessed |
| 21 Jun 2010 | Announced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | 5 - Very good |
| 21 Jan 2010 | Unannounced | Care and support | Not assessed |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |
| 9 Jun 2009 | Announced | Care and support | 5 - Very good |
| | | Environment | 2 - Weak |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 20 Jun 2008 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |

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