

Achnamara Care Home Service

Nelson Road
Saltcoats
KA21 5RF

Telephone: 01294 607023

Type of inspection:

Unannounced

Completed on:

23 November 2018

Service provided by:

North Ayrshire Council

Service provider number:

SP2003003327

Service no:

CS2007142322

About the service

The service is a purpose-built building in the North Ayrshire town of Saltcoats, operated by the local authority. The accommodation is detached and on one level, with a car park and a garden in the grounds.

The service building contains eight bedrooms, a toilet, a bathroom, two offices, one large living room, a kitchen, a dining room, laundry room and a games room.

At the time of inspection, eight young people were resident within the service.

The service was previously registered with the Care Commission before transferring its registration to the Care Inspectorate on 1 April 2011.

What people told us

During the inspection we were introduced to all young people and spoke individually with five of the eight young people.

The young people we spoke with all reported feeling safe within the house; with most stating they were happy. They did however raise some issues with us that we raised with the manager and staff; some of which are discussed further within the report.

All young people we spoke with could identify one or more staff who they trusted and felt they could approach to confide in. Generally the staff were referred to by the young people with loyalty and affection.

We spoke with social workers to the young people and learned that the service was held in positive regard with social workers having confidence that the managers and staff were working toward positive outcomes for the young people whilst maintaining their well being and safety.

We spoke with several members of staff individually and have reported on this within the report.

Self assessment

The service had not been asked to complete a self-assessment prior to the inspection this inspection year. We looked at the service development plan and quality assurance paperwork in order to assess how they monitored service provision. This is reported on within the report.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We found the quality of care and support was good for the young people. There were a number of important strengths which had significant positive impact on young people's experiences and outcomes. However we did identify some improvements that are required to ensure that young people experience these positive outcomes consistently.

There was a strong focus within the service of supporting young people's achievements. All young people were engaged in school or education with full attendance. Some young people were achieving well and were expecting to gain grades enabling them to continue into higher education.

Access to fun activities such as playing computer games and arts and crafts provided young people with indoor leisure pursuits and past times, whilst also promoting skills in these. Further activities such as gym classes and gorge walking were accessed to promote the young peoples physical health and wellbeing. Young people were also encouraged by staff to engage in hobbies, sports and activities they had not tried before and some young people were seeing additional health benefits from these.

Young people displaying an aptitude in particular endeavours or activities were encouraged and supported by staff to maintain these interests and develop these skills further.

There was a good recognition of the young people's need for inclusion. Staff worked in collaboration with families and partner agencies to enable young people to maintain contact with people important to them; thus reassuring young people, where appropriate, of these valuable relationships.

The young people had regular access to an independent advocacy service and we heard from the young people of the benefits of this contact. However we also heard of circumstances where this had not been so effective. In discussing this matter with the managers we are satisfied that they are aware of some issues and are taking steps to address these by reviewing the chairing of these meetings.

Young people's general health and well being was promoted through staff supporting them to attend important appointments. However, whilst young people and staff spoke positively of the practices in doing so, we found that young peoples records were not efficiently kept up to date. The service managers must ensure that all elements of the records of young people's care plans are kept up to date to ensure the most accurate information is available. We have identified this as an area for improvement.

During the previous inspection we had made a requirement that:-

The provider must review risk management plans for all young people to ensure that these are robust and address risk both within the house and in the community. Safety plans should be introduced for young people if appropriate.

Whilst we saw that staff worked hard to engage young people in plans to keep them safe and promote their well being, we also found some assessments lacked detail in respect of fully developed strategies and control measures to address identified risks. Although we accept that these young people were relatively recent arrivals to the service we would expect to see more fully developed risk assessments.

Therefore, in respect of the safety plans and risk assessments, although we saw good progress had been made and considered the requirement met, we will review these assessments at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service managers must ensure that all elements of the records of young people's care plans are kept up to date to ensure the most accurate information is available.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, 4.27 I experience high quality care and support because people have the necessary information and resources.

Grade: 4 – good

Quality of environment

Findings from the inspection

We found the service provided the young people with a very good environment.

The service comprised of very well kept, clean and comfortable communal living spaces with additional rooms that provided privacy for meetings or private conversations when required and appropriate.

Young people took pride in their rooms with two young people happy to show their rooms to us. We found the young peoples rooms to be comfortably furnished, well kept and reflective of the young people's individual interests and personalities. This was evidenced through their chosen décor and displays of their art work and pictures of their favourite icons.

There were books, board games and arts and crafts materials available to the young people and during the inspection period we saw staff engage young people in happily designing and creating a festive decoration.

The young people were encouraged to sit together at meal times and to practice positive social interaction; respecting one another and staff. A very good selection of healthy food choices were available and promoted in addition to young people's favourites and chosen food stuffs.

Although internet access was available to young people this was necessarily limited by the positioning of equipment. The service provider had taken steps to widen this access. The manager and staff had also considered the additional safety measures and education this access will require and taken the necessary steps to assure this safety for the young people.

The grounds to the service building provided a private, spacious, fenced off area for the young people to spend time in. This also included an additional outbuilding which could be used by young people for additional space.

The service building has a heating system which had been problematic previously and on occasion would prove difficult to regulate. This was recognised by the managers and it appears that awareness of how the system operates will minimise these difficulties.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We found that the staff of Achnamara that we spoke with had a very good knowledge of the young people they were supporting and caring for.

Staff had clear, positive expectations for the young people and good insight into the barriers the young people experienced in attempting to attain their goals.

In observing staff practice, speaking with staff and inspecting records we found staff using their skills and knowledge to very good effect in working alongside young people. We observed staff address some of the risks young people present and experience, both through giving advice and guidance and also when challenging inappropriate behaviour when required. In doing so we noted staffs flexibility in adapting communication styles for some young people to effectively offer pro social guidance.

We noted that a minimum number of safe holds had occurred in the service in a significant period of time. In discussing this fact with staff we were informed of their view that developing high quality relationships with young people was the main contributing factor.

We heard from staff of the training they had completed - in trauma informed care and the nurture model that the service was employing - and that the application of this training was reflected in how staff work with young people.

Staff commented on the good opportunities they have for training in a variety of courses relevant to young people's needs. The accessibility to this training together with a low staff turnover and the team rotas was also said to be providing the consistency needed to ensure good outcomes for the young people.

We learned from young people that the staff were generally caring and considerate and all of the young people we spoke with stated that they had 'favourite' staff they could trust and approach if feeling vulnerable or unhappy. One young person referred to the staff as being 'my family'.

In discussion with some young people there was a suggestion that some staff teams operated differently from others. This statement was not consistent with what we had heard as reported above. We discussed this matter with the management team and are satisfied that one situation had been dealt with appropriately.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The service was providing a very good quality of management and leadership in providing care and support to the young people.

During the previous inspection we learned that the service manager had sought feedback from all stakeholders, including young people, family members and other professionals. At that time the feedback had not been analysed nor any actions identified. However during this inspection we learned of the service development plan that was derived subsequent to the feedback analysis. From the records we inspected the service was progressing well through the plan and had completed the majority of significant elements.

Furthermore, the service provider had sought consultation with key personnel in a neighbouring local authority who were said to be delivering a very good quality, effective model of care in their residential houses. The managers at Achnamara informed us of the progress of plans to train their staff in this model of care and introduce this into the service.

The managers audits of the services records was having effect with staff responding to areas to improve and suggestions to improve practice. However, as stated in theme 1 Care and Support, there are some gaps in the recordings and some inconsistencies in paperwork.

This matter is to be addressed partly through the services adoption of the nurture model and associated training, improved paperwork and recording and we will look at progress in this matter during the next inspection.

Staff were delegated tasks such as managing team rotas, health and safety tasks, medication records by way of promoting leadership skills in the service.

In discussion with the staff we noted that not all were familiar with the Health and Social Care Standards (H&SCS). This was met by some surprise from the managers as the manager had raised awareness of these and the standards were emailed to all staff. We suggested that the manager may want to include discussions of these during team meetings, supervision or team development days.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very 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 review risk management plans for all young people to ensure that these are robust and address risk both within the house and in the community. Safety plans should be introduced for young people if appropriate.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI/2011) Regulations 4, Welfare of Users, (a) make proper provision for the health, welfare and safety of service users.

Timescale: by 1 March 2018.

This requirement was made on 5 December 2017.

Action taken on previous requirement

We inspect young people's plans during inspections and we found that some progress had been made with regard to the risk assessments for young people. Some young people recently admitted into the service had incomplete risk assessments although there had been appropriately identified incidents. We therefore view the requirement as met although we will continue to monitor risk assessments during the next inspection to ensure this progress is embedded within practice.

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 service should regularly review and record the care plan, keytime objectives and outcomes, in conjunction with young people.

National Care Standards, Care homes for children and young people - Standard 4: Support arrangements.

This recommendation was made on 15 December 2016.

Action taken on previous recommendation

See body of report. The service are developing a model of nurture which includes more participatory working with young people in devising their care plans.

Recommendation 2

The service should ensure that young people are involved, as far as possible, in contributing to and developing their own care plan, with plans written from the perspective of the young person. This process should be supported by staff spending individual time with young people, to allow them to discuss their experiences and feelings.

National Care Standards, Care homes for children and young people - Standard 4: Support arrangements.

This recommendation was made on 5 December 2017.

Action taken on previous recommendation

See body of the report

Recommendation 3

The service should ensure that safe internet access, with appropriate controls, is available to the service, and that internet use by young people is supervised appropriately by staff.

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

This recommendation was made on 5 December 2017.

Action taken on previous recommendation

See body of the report. The service provider is accessing wifi for the young people to use in the house.

Recommendation 4

The service should ensure that staff receive formal supervision in line with the provider's own supervision policy, also taking account of the individual support needs of each member of staff.

National Care Standards, Care homes for children and young people – Standard 7: Staffing and management.

This recommendation was made on 5 December 2017.

Action taken on previous recommendation

We inspected supervision records and saw evidence of regularly occurring supervision.

We are satisfied by the quality of these minutes that this recommendation is met.

Recommendation 5

The service should hold regular team meetings, to aid communication and facilitate development of the staff group.

National Care Standards, Care homes for children and young people – Standard 7: Staffing and management.

This recommendation was made on 5 December 2017.

Action taken on previous recommendation

We inspected records and minutes of team meetings and are satisfied with the content of these and the subsequent development of the staff group.

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
10 Nov 2017	Unannounced	Care and support 3 - Adequate

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
16 Nov 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
7 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Apr 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 Apr 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Feb 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
11 Aug 2011	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Nov 2010	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
22 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
6 Oct 2009	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
30 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
29 Oct 2008		Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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