

Redcastle Station Support Service

Redcastle Station
Muir of Ord
IV6 7RX

Telephone: 01463 871255

Type of inspection:

Unannounced

Completed on:

18 January 2019

Service provided by:

Nansen Highland

Service provider number:

SP2003001725

Service no:

CS2003008527

About the service

This service has been registered since 2002.

The service is operated by Nansen Highland, a small charity based in Easter Ross. Nansen Highland also provide other services including housing support, care at home and residential care.

Redcastle Station is located at Tore, on the Black Isle. The support service operates Monday to Friday from 10am to 4pm, and offers a skills based training programme to support the development of skills for independent living, opportunities to study for educational qualifications and workplace and volunteering experiences.

The service aimed to; 'train and assist in the training of young persons to develop their physical, mental and spiritual capacities that they may grow to full maturity as individuals and members of society, and to instruct and to assist in instructing young persons in the principles of discipline, loyalty and good citizenship.'

What people told us

We received five completed Care Standards Questionnaires from people who use the service. All of those that replied 'agreed' or 'strongly agreed' that they were happy with the quality of care and support that they received.

We spoke to two people who use the service as part of the inspection.

People said:

"They (support staff) are supportive, they are kind to me and they listen to me. They are patient and understanding."

"Staff treat me with very good respect."

"..... support plan is very good and accurate. Staff at Nansen are very supportive. Keyworker is exceptional and will always give her time for a chat and will always listen to any worries we may have."

"Fantastic!"

"I like it here, I enjoy going out to do different things."

"I enjoy seeing my friends and going out to do things. I like going to the sports centre."

"I like all of the staff and the students. I see my friends there, it's fun sometimes."

"I like working on the computer and taking photos. I take photos when we go out to visit places and put them on the computer when I get back to the station, it's good."

Self assessment

The service had not been asked to complete a self assessment ahead 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 provision in 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	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

People experienced very good support from this service. People should experience warmth, kindness and compassion. We saw a staff team that was warm and caring and showed respect in their interactions. Staff clearly knew the people they supported really well and people told us that they had very good relationships with all of the staff and the manager.

We saw a welcoming service, where people's choice about where they spent their time was respected. We saw people leading active lives both in the service and also taking part in activities in their local community, where the service had forged very good connections. Staff worked to include everyone in activities and staff recognised and encouraged people's individual skills.

The service was very flexible and tailored support to meet people's individual needs. Care plans were person centred and based on people's preferences and wishes. We could see that people and their families had been involved in the development of care plans and had also taken part in reviews.

We saw that a wide range of activities were available and that each person who attended the service had their own individual programme of activities that was regularly evaluated and reviewed. We saw that the service reviewed the activities on offer regularly and was working to expand the range of training courses that it offered.

People were involved in some decisions about the service. This was done through questionnaires, service user meetings and review meetings. The views of family members and other professionals were also sought, and all of this information was used to help form the annual development plan for the service.

Staff told us that they felt really well supported by management and that there was a good team spirit. Staff attended weekly team meetings, had regular support and supervision and an annual appraisal. A robust training plan was in place for the service and staff had the opportunity to achieve a qualification above the required level for registration. We saw that a skilled and supported staff team led to better outcomes for the people being supported.

What the service could do better

We saw that improvements had been made and that reviews were mostly happening at least once in every six month period. However, further work needs to be done improving the quality and detail included in the minute of the review including the actions that have been identified.

People should be involved in agreeing and reviewing any restrictions to their independence, control and choice. We saw that risk assessments were in place for all of the people being supported and that they were regularly reviewed. However, the risk assessments were at times basic and did not show any evidence that the people being supported had been involved in developing and reviewing them.

People should be meaningfully involved in how organisations that support and care for them work and develop. The service should look to further develop the inclusion and participation of people they support. The provider should consider ways of giving people more opportunities to express their views on the service and to influence the way the service is delivered and developed. This could include areas such as the recruitment and training of staff.

We could see that the service had developed its use of reflective practice in support and supervision. This could be further extended to encourage staff to reflect further on any training they had completed. The service could also further develop its use of observed practice too, giving the opportunity to identify existing good practice and areas for improvement.

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
23 Feb 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
15 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 6 - Excellent 6 - Excellent 6 - Excellent
15 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
7 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
31 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 5 - Very good

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