

Benrig Children's House Care Home Service

1 Baird Place
New Farm Loch
Kilmarnock
KA3 7RL

Telephone: 01563 536191

Type of inspection:

Unannounced

Completed on:

14 December 2018

Service provided by:

East Ayrshire Council

Service provider number:

SP2003000142

Service no:

CS2003000743

About the service

The service was first registered with the Care Commission in April 2002. Benrig is a local authority provided, purpose-built care home for children and young people. It is located in a residential area of Kilmarnock in East Ayrshire. It provides en-suite accommodation for a maximum of six young people aged between 0 and 19 years.

The service states that its aim is to provide a safe and nurturing environment that supports young people to achieve positive outcomes in their lives. It also aims to offer young people a range of experiences to help them develop social skills.

At the time of the inspection there were six young people experiencing care from the service.

What people told us

Young people we spoke with during the inspection were generally positive regarding the support they received from the staff.

Some young people clearly had positive relationships with their key team staff and we noted mutual trust and respect between them.

Some young people had less positive comments about experiences. However on further discussion we understand that this discontent related to particular circumstances that the staff were aware of and working to address. Their staff support however.

During the inspection we spoke with two social workers for the young people. They described the staff as a committed group of people trying to do the best they can for young people.

The four staff members we spoke with provided positive comments about the staff team and the service. Staff consider their team to be experienced, knowledgeable and supportive. Two of the staff we spoke with were clear that positive relationships with young people were central to their support.

All staff we spoke with and observed displayed a consistent warm, nurturing approach to the young people experiencing care within Benrig.

Self assessment

A self assessment was not requested from the service for this inspection year.

From this inspection we graded this service as:

| | |
|--------------------------------------|---------------|
| Quality of care and support | 4 - Good |
| Quality of environment | 5 - Very Good |
| Quality of staffing | not assessed |
| Quality of management and leadership | not assessed |

What the service does well

We found that the Benrig service provided a good quality of care and support where there is a number of important strengths which, taken together, outweigh areas for improvement.

We found clear evidence of staff working hard to develop nurturing positive relationships with the young people. Staff we spoke with had a good knowledge of the young people, of their care plans and of the barriers to young people's progress. They also gave a consistent view of the approach they take to supporting young people to achieve positive outcomes. We noted that the staff consistency in approach had resulted in a relatively settled house with a decreasing incidence of challenging behaviours.

Young people were being supported to achieve good education outcomes; with the majority of young people attending school regularly. Those not attending school were being supported to access additional and/or specialist resources.

Young people were also accessing activities that coincided with their interests, such as horse riding and involvement with local community groups. Staff also engaged young people in activities to improve physical health and some were accessing gym classes, having identified this as a goal they wished to achieve. In identifying these activities there was some evidence of staff seeking young people's views, and of respecting their wishes and aspirations.

We found that Benrig provided a very good, comfortable and therapeutic environment for young people.

The house was very well maintained and furnished to provide a warm, welcoming homely environment. There were no outstanding repairs needed and the decoration had been completed with the young people's views taken into consideration. We noted young people had been actively involved in improving the appearance of public and private areas within the house.

The young people had access to a very comfortable communal living space that offered a place to relax and join in group activities. They also had access to two further rooms. These provided space for study or arts and craft activities in one and in the other further space to participate in board games and computer games. The availability of these rooms ensured that private space could be offered if and when required. Young people told us they were happy with their rooms and had decorated them with artwork and items that reflected their personality and interests.

Healthy eating was promoted through the dietary options and choices and young people learned to be respectful of one another and to enjoy positive social interaction through shared mealtimes in the dining room.

We learned that the house environment was relatively settled with few incidents of challenging behaviour and the condition of the rooms reflected this.

Outside young people had access to a large enclosed garden area which contained outdoor gym equipment. Whilst this equipment was not proving popular with young people at the time of the inspection we heard that staff and management did attempt to promote its use.

What the service could do better

Whilst recognising the strengths in care and support as described above we did however identify improvements that are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

During the previous inspection we found that there had been several incidents that we had not been notified of and made a recommendation in relation to this matter.

During this inspection we learned of two significant incidents which we consider to have been notifiable under the Care Inspectorate guidance document 'Records that all registered care services (except child minding) must keep and guidance on notification reporting'. We have therefore made a requirement in relation to this matter. See requirement 1.

During the previous inspection we made a recommendation relating to identified gaps in information within risk management plans. On looking at this matter during this inspection we found examples of situations that had occurred where information had been shared with partners and stakeholders. However, there remained gaps in this information sharing particularly in relation to recording of decision making and outcomes. Whilst risk management arrangements were in place, relevant information which had potential to impact on future assessments was not recorded.

Also in relation to accurate information recording we found strategies within crisis management plans that were not consistent with young people's health needs.

We have therefore repeated this recommendation in relation to risk assessment information as an area for improvement. See recommendation 1.

We noted that some of the young people's care plans contained general statements of outcomes and lacked reflection of young people's wishes and subsequently identified a need for more person centred content. We have made a recommendation in relation to this matter. See recommendation 2.

There were no significant improvements identified for the environment other than having no, or very limited, internet access. We are aware that the service provider has been attempting to address this issue in respect of wifi for some time however we suggested that internet access could be explored through the provision of internet access points in some rooms. The manager attempted to gain installation of these at the time of the inspection and we will look at this matter during the next inspection.

Requirements

Number of requirements: 1

1. The service manager should ensure that notifications to the Care inspectorate are submitted in accordance with the guidance document 'Records that all registered care services (except child minding) must keep and guidance on notification reporting'.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011
Welfare of users

4.-(1) A provider must-

(a) make proper provision for the health, welfare and safety of service users;
and to ensure that the quality of care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.' (HSCS 4.18)

An action plan for this work must be submitted to the Care Inspectorate by 16 March 2019 and significant improvement must be made by 30 March 2019.

Recommendations

Number of recommendations: 2

1. We would recommend that the service provider review their risk assessment process to ensure that effective information sharing and communication systems are operating efficiently to provide full and accurate records that inform risk assessments and risk management arrangements.

This is to ensure that the quality of care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions' (HSCS 2.25) and

'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm'. (HSCS 3.21)

2. To ensure high quality care and support that is right for each child or young person, the service should ensure that all children and young people are fully involved in planning and reviewing their care. Personal plans should clearly set out how children's needs, wishes and choices will be met and should be regularly reviewed.

This is to ensure that the quality of care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.5) and

"I am fully involved in developing and reviewing my personal plan, which is always available to me." (HSCS 2.27)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The service manager should ensure that notifications to the Care inspectorate are submitted in accordance with the guidance document 'Records that all registered care services (except child minding) must keep and guidance on notification reporting'.

National care standards for care homes for children and young people; 7 Management and staffing.

This recommendation was made on 8 December 2018.

Action taken on previous recommendation

Whilst notifications were submitted not all incidents we consider should have been were. This recommendation is therefore not met. This has been made a requirement.

Recommendation 2

We would recommend that the service provider ensure that effective information sharing and communication systems are operating efficiently to fully inform risk management arrangements.

National care standards for care homes for children and young people; 4 Support arrangements.

This recommendation was made on 8 December 2018.

Action taken on previous recommendation

There were incomplete recordings relation to incidents young people had been involved in. This gap in information had the potential to impact on risk assessments. Some of the responsibility for this lay outwith the service. However this recommendation was not met and was repeated.

Inspection and grading history

| Date | Type | Gradings |
|-------------|-------------|--|
| 8 Dec 2017 | Unannounced | Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed |
| 19 Dec 2016 | Unannounced | Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed |
| 7 Dec 2015 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |
| 14 Oct 2014 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good |
| 26 Nov 2013 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |
| 21 Dec 2012 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |
| 20 Mar 2012 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed |
| 26 Oct 2011 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing Not assessed |

| Date | Type | Gradings |
|-------------|-------------|---|
| | | Management and leadership Not assessed |
| 11 Jan 2011 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed |
| 26 Oct 2010 | Announced | Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed |
| 26 Mar 2010 | Unannounced | Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership Not assessed |
| 22 Oct 2009 | Announced | Care and support 5 - Very good Environment 3 - Adequate Staffing 5 - Very good Management and leadership 4 - Good |
| 21 Jan 2009 | Unannounced | Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good |
| 30 Jun 2008 | Announced | Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good |

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