

Action for Children - Silverton Short Breaks Care Home Service

Larch Grove
Silvertonhill
Hamilton
ML3 7NF

Telephone: 01698 424102

Type of inspection:

Unannounced

Completed on:

15 February 2019

Service provided by:

Action for Children

Service provider number:

SP2003002604

Service no:

CS2005110586

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Silverton Short Breaks is an Action for Children Service. It is registered to provide respite care for a maximum of five children and young people aged between five and 18 years.

Children and young people attending Silverton may have physical or learning disabilities and / or sensory impairments. The service offers spacious, well decorated accommodation which is well equipped to provide a stimulating and fun experience.

The project aims: "to offer socially valuable experiences that help extend children's life experiences and development, while enabling parents to take a break from their caring role".

What people told us

We met four young people who attend Silverton for short breaks. One young person told us that he had fun and liked visiting the service. We also gained feedback from observing young people who had non-verbal communication skills. We considered that all the young people were very well cared for and had their individual needs met. Throughout our inspection, the young people were engaged in activities and the staff worked hard to create a nurturing environment.

We spoke with six parents who provided us with great feedback. We heard that their children and young people were very well looked after and the service always felt homely. The parents identified particular strengths in relation to pre visit communication and the planning team, ensuring young people attended with their friends. When asked about changes to the service, the parents told us they would like the Silverton to offer them more support at the point their young people are due to move on from Silverton to adult services.

Some of the comments from parents included:

"Silverton is a lifeline to us".

"I am able to drop my son and go which is such a help. I have total trust in the staff".

"Silverton accommodates all of our needs".

"Silverton has brought her out of her shell, I can't think what she would be like without it".

"It is wonderful to have this service. My daughter thoroughly enjoyed her time here and it was the first time we had an evening to ourselves since she was born".

Self assessment

This was not required.

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

During this inspection, we assessed the quality themes of Care and Support and Management and Leadership. Based upon a review of evidence, including speaking with young people, carers, social workers, service managers and members of the staff team, we concluded that the service was operating at a very good standard across both themes.

We observed a high quality group of staff who work with autonomy and energy. They consistently engaged with people in a warm and individualised way. All of the staff and managers at Silverton knew the young people and, furthermore, appeared to understand the needs of each young person. Lots of time was spent learning about young people prior to their first visit and we heard from parents about the quality of transitions into Silverton.

We heard about really positive experiences for young people during their visits to Silverton. When young people spend a significant period of time in the service they appear to make progress and, in some cases, significant progress as a result of person centred planning and thinking. We observed young people having lots of fun with staff and desired outcomes were at the forefront of interactions.

We reviewed Silverton's child protection policy and procedures and were very confident that children and young people were being protected from harm and abuse. We observed a staff team meeting and heard several examples where protection issues were identified and passed onto allocated social workers.

The staff told us that they were very well supported by the managers. Since last year's inspection a new localised supervision model was in place which had increased the regularity of formal supervision. As well as this, we heard that morale within Silverton was incredibly high and the staff and managers were very happy in their roles. Informally, lots of time was taken to support each other and this we believed helped embed a supportive environment for young people.

The views of children and young people were at the centre of Silverton's planning. The bedrooms had recently been decorated to the specifications of the young people. They were bright and fun and gave a sense of coming to stay somewhere special. We found the service development plan to be helpfully concise and inclusive. Everyone involved with Silverton had shaped the plan. The implementation of this was aided by a collective leadership model which allowed staff to step into developmental roles and take on new challenges.

Overall, we found Silverton to be a well led service which worked incredibly hard to improve the outcomes of the young people they supported.

What the service could do better

We found very little room for improvement during our inspection. This was due to the very high level of service delivery and the transparency in which the managers worked. There was a regular process of speaking to the staff and all of the stakeholders.

We were pleased to see a new care planning toolkit developed by the service which focused individual outcome planning in line with the Health and Social Care Standards. This toolkit allowed staff to focus on specific outcomes that matched the level of time Silverton would spend with a young person. This system is still being embedded into the service but we believe it is a very good model and will be encouraging other services within Action for Children to look at it.

We found some instances where reviews of young people's care plans had not been achieved regularly. The managers fully acknowledged a need to address this. We have asked that the service identify a review timescale that suits their capacity and embeds a consistent model of review. Furthermore, we have asked the service to date all relevant content within young people's files.

The families we spoke with told us that the process of transitioning to adult services was an area of some concern for them. Whilst this is not directly Silverton's responsibility, we considered during feedback whether more could be done to support families in relation to moving on. The managers have agreed to explore local transition guidance for parents.

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.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings	
19 Jan 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
25 Jan 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
18 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

Date	Type	Gradings
2 Jul 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
11 Jun 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
19 Jul 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
13 Mar 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
24 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
20 Jul 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
11 Feb 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
2 Oct 2009	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
27 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Jul 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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