

Camoran Children's Resource Centre Care Home Service

8 Rendall Road
Kirkwall
KW15 1ZS

Telephone: 01856 873135

Type of inspection:

Unannounced

Completed on:

23 May 2019

Service provided by:

Orkney Islands Council

Service provider number:

SP2003001951

Service no:

CS2003009091

About the service

Camoran Children's Resource Centre residential services are situated over two properties within Orkney. The first is a new purpose-built, six bedroom detached property and is registered to accommodate four young people. The second property is a three bedroom semi-detached property which is situated in St. Margaret's Hope and is registered to accommodate two young people.

The aim of the service is to:

- Provide a structured and stimulating residential environment for young people that is free from prejudices.
- Treat young people with dignity and respect.
- Provide a safe, warm, nurturing, and empowering environment for young people to live in and move on from.
- Have a consistent, motivated, and qualified staff team.

This service has been registered since 1 April 2002.

What people told us

We were able to interview all but one of the young people currently being cared for at this resource. Most indicated that they were satisfied with the service. One young person was not fully engaging with the service or their current care plan, we were able to spend sometime with the young person who felt the service did not currently meet their needs. The service was drawing up plans for an alternative package of care as the young person was not fully engaging.

The following comments are from the young people placed at the resource which is sited at Rendall Road and the home at St. Margaret's Hope:

- "Majority of time staff treat me with respect."
- "I have formed relationships with some staff."
- "People are willing to help."
- "Some of staff try best. [Staff member] takes me for hot chocolate."
- "They painted my room and they got stuff in and made it nice."
- "Staff are brilliant. They are doing their job."
- "I've got to a throughcare folder. I was able to discuss this with staff."
- "It can be stressful living here."
- "I'm doing really good at college and got different qualifications."

- "There are noisy pipes in the middle of the night." (This has been passed on to the manager and reported to the contractor.)
- "I feel safe, staff respect me."
- "If I don't want to talk then they give me space. They can be very nice."
- "They support me in my interests."
- "Really good relationships with staff."
- "I can go and speak to anyone if I have a worry or concern."
- "Staff genuinely care for me, generally very friendly."
- "They would stop what they were doing and would help you."
- "Able to speak to my key worker."
- "Friends can visits."
- "I organised my own holiday and saved up own money."

We were also able to interview a social worker who was named person for three young people. They indicated that the service was trying hard to meet their needs and outcomes and were generally good. Communication with the service was of a very high standard and they were aware of all aspects of the young people where they were achieving and where there were difficulties. In most instances there was daily communication and this was of a high standard.

We also had a conversation with a young person who had left care, however, still visited the care home for additional support. Staff were found to be very welcoming of the young person, giving them practical advice and support as well as showing them that they still cared for them.

Self assessment

We did not request an up to date self assessment for the service prior to inspection. We did, however, examine young people's meetings and service development plans, aspects where the service had done some improvements.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

We examined the quality of care and support and the quality of staffing at this inspection. We graded the service as having a good standard for care and support and an adequate standard for staffing.

All young people interviewed stated that they felt safe and cared for by staff. Staff had succeeded at providing positive relationships with young people. The service had worked extremely hard at developing their personal plans. These were found to be comprehensive and covered all aspects of the wellbeing indicators. Young people stated that they were actively involved in developing and reviewing these at regular intervals. There was regular key worker meetings which were used to foster and nurture relationships with the staff group. Young people found that these were extremely useful when they have any issues or concerns that they wished to discuss. Staff were found to be very open and approachable.

Most young people had positive educational or work placements. The staff were observed being encouraging and supportive which ensured that there was high attendance at school, college, and work placements. Staff had good relationships with outside agencies such as SEAL, Connect, and Orkney College. They also signposted young people to other resources in the community and helped them to attend these resources. There was also a commitment that young people should be able to gain the necessary life skills to help them move on. Staff worked hard at instilling small and large achievements to help young people grow in confidence and help them nurture further progress.

Young people's health needs were well catered for, with staff supporting young people to attend GP, dentist, optician appointments and other specialist services. We saw staff giving young people very good health advice and guidance with regards to self harm, diet, and nutrition.

The manager is committed to building a culture of learning and had developed regular team meetings to include educational inputs. These took account of the needs of the young people and were set up to give staff an insight into some of their behaviours. The service also had regular inputs and support from a therapeutic specialist. Staff had commented that these were very beneficial and are a useful tool in assisting them to be reflective practitioners.

Staff all had access to mandatory and online training and were found to be maintaining their continuous development which retained their registration requirements. We found some gaps in formal support mechanisms, it was essential that these were restored as the impact of this work is demanding. It is therefore essential to use the current framework to support and supervise more effectively.

Due to a number of reasons, the staff numbers were minimal at times and there were occasions where there were insufficient numbers and high use of sessional staff. We were aware that the service was trying to tackle this with plans for agency staff. This has to be resolved as a matter of urgency before it has negative outcomes for the young people being cared for.

What the service could do better

There is a need for the service to continue to develop their care plans to ensure that goals and targets for all young people's are SMART (specific, measurable, achievable, realistic, and time-bound).

We examined the service certificate, it was apparent that the time limit on the property which is used in St.Margaret's Hope house was out of date. The service must re-apply for an extension to the current certificate by requesting a variation.

There is a need for the provider to ensure that it follows the guidance on use of emergency beds. As the use of emergency beds and going over numbers, this should only be used in accordance to the guidance.

The service was having real difficult providing appropriate staffing levels for the care home. This was due to a number of internal issues. There was a need for the service to rectify this issue as a matter of urgency to ensure there are appropriate staffing levels to meet the needs of young people.

The manager must acquaint themselves with the notification guidance. There is a need for the service to notify the Care Inspectorate of all notifiable occurrences, especially when young people require access to hospital treatment or where there is involvement of the Police.

Although there was good informal support mechanisms for staff. All staff need to have formal supervision in keeping with the local authority procedure on support and supervision. It would also be beneficial for the management team to meet on a regular basis to discuss whole team issues.

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
5 Jun 2018	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
4 Jul 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
11 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
4 Nov 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
8 Jul 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
19 Sep 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
21 Sep 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Mar 2012	Unannounced	Care and support	6 - Excellent
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
9 Feb 2012	Unannounced	Care and support	6 - Excellent
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Dec 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Jul 2010	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
26 Jan 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
3 Nov 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
5 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
24 Jun 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.