

Troup House School Care Accommodation Service

Troup House School
Gamrie
Banff
AB45 3JN

Telephone: 01261 851584

Type of inspection:
Unannounced

Completed on:
14 June 2019

Service provided by:
Priory (Troup House) Limited

Service provider number:
SP2010011191

Service no:
CS2010273943

About the service

Troup House is a residential facility which offers accommodation, education, care, and social support for up to 12 service users aged between eight and 18 years of age, who are experiencing social, emotional, and behavioural difficulties and who may be looked after in terms of the Children (Scotland) Act 1995.

The school is situated in extensive grounds approximately 0.5 miles from the small village of Gamrie, Aberdeenshire. The nearest town is Macduff, seven miles away, which has transport links to the rest of Aberdeenshire. There are 12 separate bedrooms over two floors. The site also contains seven classrooms, a dining room, a living room, a CDT (craft, design, and technology) workshop, and extensive grounds with playing fields.

As well as being inspected by the Care Inspectorate, the school is also subject to integrated inspections with Education Scotland (ES) at six-yearly intervals and is registered with the Registrar of Independent Schools.

This service has been registered since 25 March 2011.

What people told us

We were able to interview all young people who were currently looked after by the service. All indicated fantastic relationships with all staff, both in education and care. We also had lunch with young people and they gave us a full tour of the school grounds. The following comments were made by the young people:

- "It has its ups and downs but it's great."
- "It gives opportunities to express yourself."
- "I get on with my key worker really good."
- "Yes, I feel safe."
- "They are really good at nurturing and listen to what you say."
- "School is very good."
- "I like the school."
- "Teachers give you time and some one-on-one time."
- "We are members of football clubs and swimming."
- "Staff would do anything here for kids."
- "It's kind of nice."
- "I feel cared for."
- "They listen to us and act on it."
- "Basically, always have staff who can help."

- "Feel safe."
- "No reason to be restrained."
- "It's secluded but you get out."

Self assessment

We did not request a self assessment prior to the inspection. We did, however, examine the service action plans and other supporting evidence. It showed that the provider was committed to continual improvement of the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very 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 examined the quality of care and support and the quality of environment at this inspection. We graded the service very good for both.

The service had functional care plans which clearly outlined the support needs of the young people. All young people and their families were fully engaged in created and reviewing these documents. The service was in the process of developing these to be much more young person-focused and have closer links to the wellbeing indicators. We had a discussion with the service about further aspects which they might want to consider before implementing them fully.

Young people had exceptional relationships with staff which resulted in young people feeling valued and respected. The service had an open culture and young people were, in effect, active partners in all aspects of their care and the development of their service. We saw record levels of attendance at school and recording systems showed that young people were actively engaging at levels of 97%. Care and education were working well together to ensure young people were achieving in all aspects of the lives.

The service had worked hard at developing young people's capacities to self regulate. This had resulted in little or no physical restraints. But more significantly the ability of staff to build on their existing relationships with young people and de-escalate situations using positive strategies to deflect young people's behaviour.

All young people's health needs were well met by the service. We saw the use of pictorial routines which help young people have a greater understanding of their day and their routines. This allowed young people to grow in confidence.

The environment has a positive impact on young people and their experiences. Young people have access to the open air daily, are visiting the beach, and have fun in the outdoors. We saw young people's small allotments and

their outside classroom where they were encouraged and supported to learn in the outdoors. We saw the many plants and vegetables that young people were very proud of growing.

The service promoted independent living and were developing an accredited qualification for all young people to take part in. This, with the additional satellite cottage, helped young people to gain additional skills and give them the confidence to help them move on. The service had many young people successfully moving to their own tenancies and supported lodgings on a planned basis and when it was appropriate for them to do so.

The main house was well resourced with a wide selection of games and reading materials which help young people experience an educational rich environment. This, coupled with the access to a well resourced outside space, made for an exceptional environment for young people to be looked after and nurtured.

Young people were encouraged and supported to take part in community activities. All young people had either current involvement or had been members of local clubs. These promoted wider friendships and young people benefited from these clubs.

The service had invested in the physical environment and there had been a planned refurbishment of several of the toilets and bathrooms. This investment will be completed in the near future. The provider was also further improving the living room and we had a discussion with the service about further developing the dining room areas so that it could be more homely. Young people's rooms were all highly personalised and many young people had access to en suite facilities. The young people's rooms were very comfortable, with many young people have small sitting areas for them to watch TV and play games.

What the service could do better

The service had developed a new template for young people's care plans. This was welcomed. We gave advice and guidance about further changes to these plans to ensure that they inform the reader of the child's story and so that they are SMART (specific, measurable, achievable, realistic, and time-bound).

The service needs to develop an incident and accident database so that these events can be analysed and any learning used to inform and improve practice.

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	
24 Jul 2018	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
12 Jun 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
20 May 2016	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Jun 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good
10 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Jun 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Dec 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
28 May 2013	Announced (short notice)	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed
11 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	4 - Good
26 Jun 2012	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
14 Feb 2012	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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