Inspection report

The Red House
Care Home Service
29 Auchengreoch Avenue
Johnstone  PA5 0RJ

Inspected by:  Julia Bowditch
(Care Commission Officer)

Type of inspection:  Announced

Inspection completed on:  8 December 2008
Service Number  CS2007149014
Service name  The Red House
Service address  29 Auchengreoch Avenue
                  Johnstone    PA5 0RJ

Provider Number  SP2007009027
Provider Name  Young Foundations

Inspected By  Julia Bowditch
              Care Commission Officer
Inspection Type  Announced

Inspection Completed  8 December 2008
Period since last inspection  N/A

Local Office Address
Central West
4th Floor
1 Smithhills Street
Paisley
PA1 1EB
Tel: 0141 843 4230
Fax: 0141 843 4289
Lo-call: 0845 600 8334
Introduction
The Red House is a residential care home for children and young people provided by Young Foundations Ltd and was registered by the Care Commission in June 2008. The service operates from a large detached villa situated in its own grounds in the residential area of Johnstone, Renfrewshire, and provides accommodation and education for a maximum of 5 children and young people aged 12 to 17 years who may have a learning difficulty, ADHD, Autistic Spectrum Disorder, diagnosed mental illness or social conduct disorder. On the day of inspection there were 4 young people living in the home.

Communal areas are spacious and include two comfortable sitting rooms, a classroom and a kitchen cum dining room. There are five single occupancy bedrooms on the upper floor with access via a stairway and mid-landing. Bedrooms are spacious and vary in size and shape; all are fitted to a good standard. The garden is enclosed and provides an attractive play and activity area.

The organisation’s statement of purpose includes: "The Red House is a unique service offering high quality residential care for children and young people who present with complex needs and challenging behaviour. The service offers a holistic social model of care augmented by education and with direct access to multi-disciplinary health provision. Young Foundations can provide short term crisis intervention through to longer term placement. The ultimate goal is to provide our young people with the stability they need, return them to a family setting and give them back their independence and allow them to put their past behind them."

Based on the findings of this inspection the service has been awarded the following grades:
Quality of Care and Support - 4 - Good
Quality of Environment - 4 - Good
Quality of Staffing - 3 - Adequate
Quality of Management and Leadership - 3 - Adequate

This inspection report and grades represent the Care Commission’s assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission’s website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report
This report was written following an announced inspection which took place on 26 November 2008 between the hours of 0930 and 1630. Feedback was given on 3 December 2008.

Before the Inspection
The Annual Return
N/A. This service was registered by the Care Commission in June 2008.

The Self-Assessment Form
The service submitted a self-assessment form as requested by the Care Commission.
Views of service users
Three Care Standards Questionnaires were returned for this service and two young people were interviewed. Comments and views are contained throughout this report.

Regulation Support Assessment
The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a medium RSA score and so a medium intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection
The inspection was conducted by one Officer from the Care Commission, Julia Bowditch.

Staff who participated in the inspection were the Manager and Acting Depute of the service, one external senior manager and two care workers.

Evidence
A review of a range of policies, procedures, records and other documentation, including the following:

- supporting evidence from the up-to-date self assessment
- aims and objectives
- registration certificate
- staffing schedule
- public liability insurance
- information booklet
- consultation procedure
- complaints procedure
- whistleblowing policy
- child protection policy
- bullying policy
- infection control measures
- risk assessments
- training policy and records
- staff supervision records and training plans
- accident/incident records
- care plans
- activity plans
- incentive plans
- review minutes
- weekly menus
- quality assurance reports
examination of the environment
discussion with manager, staff and young people

All of the above information was taken into account during the inspection process and was reported on.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09
Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: http://www.carecommission.com

Fire Safety Issues
The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection
This is the first inspection of this service.

Comments on Self Assessment
A fully completed self-assessment document was submitted by the service. It was completed to a good standard and gave relevant information for each of the Quality Themes and Quality Statements. The service identified its strengths and some areas for future development and gave some evidence of service user involvement and how they planned to implement change. This information was sampled and used during the inspection process.

View of Service Users
There were 3 service user questionnaires completed for this service and 2 young people agreed to be interviewed. These represented the views of all of the 4 young people currently resident in The Red House. Responses were generally positive. Young people described themselves as ‘happy’ or ‘very happy’ overall with the care they received. Issue raised in questionnaires were discussed with the manager. Comments included:

“Staff here are really, really kind. They’ve helped me out.”

“If I wanted anything I would bring it up at the next service user meeting.”

“The rules are fair.”

“It’s OK here but I’d rather be at home.”

“Staff are OK.”

Further comments are contained throughout this report.
View of Carers
No parent/carers were available to consult on this occasion. The Manager was aware of the need to involve family carers in formal evaluation and the inspection process.
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

An examination of relevant documents and feedback from service users and staff indicated a good performance by the service in relation to this statement.

There was evidence to demonstrate that staff aimed to promote a person centred approach to the support and care of service users and a commitment to building upon the current good practice in relation to consulting service users and parents/carers. Staff spoken with were clear about their role in ensuring service user participation.

The organisation had developed a Consultation Procedure which stated that "staff will proactively encourage and support young people to make decisions about their lives and to influence the way the home is run", and gave details of the ways in which the opinions of young people and their families would be sought. These included young people's meetings, key worker sessions, written agreements, telephone contact, visits and questionnaires.

There was evidence from speaking to young people and in minutes of meetings that they were provided with opportunities to become involved in evaluating the care and support provided by the service through their regular meetings and at 1:1 sessions. For example, young people were involved in drawing up house rules and sanctions, developing menus and choosing their own activities. Young people spoken with felt that staff and the manager took account of their views and that they influenced the running of the service. Comments on their care and support were also discussed at reviews of the care plan, the minutes of which also evidenced parent/carer involvement.

Young people were provided with a Young Person's Guide giving them information about the service which included information on their rights, advocacy and how to complain. The Guide included telephone numbers for Child Line, NSPCC Child Protection Helpline and the Children's Legal Centre. Two of the three service users who completed care standard questionnaires were aware that the service had a complaints procedure and were 'happy' or 'very happy' that they could contact outside agencies if they had a problem.

Young people were aware of the Care Commission inspection and were encouraged by staff to participate to give their views of the service.

The service promoted the use of advocacy for young people. There was evidence of individual young people having contact with a Who Cares? Scotland worker.

Based on the findings of this inspection, the service has been awarded the following grade:
Quality Statement 1.1 4 - Good

Areas for Development

This is a new service registered by the Care Commission in June 2008. The manager planned to introduce questionnaires for young people, parents/carers and stakeholders six
months after the service started operating to include them in assessing and improving the quality of the service.

Information in the Young Person's Guide on how to complain should include contact details for the Care Commission and advocacy projects. (Recommendation 1)

In the minutes of review meetings it was unclear who had attended and what involvement the young person had had at the meeting. (Recommendation 2)

Some actions agreed at young people's meetings were not followed through or carried over to the next meeting. The manager has agreed to more closely monitor this.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

2

Statement 3: We ensure that service user’s health and wellbeing needs are met.

Service Strengths

An examination of relevant documents and feedback from service users and staff indicated a good performance by the service in relation to this statement.

A healthcare assessment was carried out prior to each young person using the service. Assessments and health support were evident in young people’s files. More specialist referrals were evident in some care plans viewed. A company psychologist visited the home every two weeks and the service also had access to a company occupational therapist. The service had begun to make links with the local Looked After and Accommodated Children's Nurse.

A part-time teacher was employed in the service and linked in with local schools and educational psychologist.

There was other evidence of good links and referrals with external providers of Health Services and services that promote well-being and self-esteem including

Community Learning Disability Team
National Autism Society
GPs
Dentists
Opticians
Social Workers

Staff supported young people to take up medical and dental appointments.
Young people knew their keyworker and a system was in place for the service user to meet this person on a regular basis to discuss concerns or worries. Young people confirmed that they were able to discuss concerns with staff both formally and informally. An emotion diary had been implemented to help support one young person to understand his emotions and develop constructive strategies to manage them.

Staff interviewed demonstrated an understanding of their roles and responsibilities in relation to promoting a healthy lifestyle for young people. Young people were encouraged to participate in physical activities and sports; the house had a large garden with ample space for recreational activities. Young people had access to local community groups like scouts or cadets. Staff encouraged healthy eating routines and supported young people to be involved in compiling weekly menus.

Staff met as a group to keep the team informed of each service user’s current care plan and ensure consistency of practice.

Based on the findings of this inspection, the service has been awarded the following grade: Quality Statement 1.3 4 - Good

**Areas for Development**

In the self assessment for the service the manager stated that training on Attachment had been highlighted as an area for development for staff. Also all staff were to be trained in the safe handling of medication.

The manager aimed to introduce cognitive behavioural programmes.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

0

**Statement 6: People who use, or would like to use the service, and those who are ceasing the service, are fully informed as to what the service provides**

**Service Strengths**

An examination of relevant documents and feedback from service users and staff indicated a good performance by the service in relation to this statement.

An information booklet in a user friendly format was distributed to young people on admission to the home and contained information on advocacy, children's rights and the complaints procedure. The service also had an information booklet available for parents and other stakeholders.
Staff contacted parents and social workers weekly to update them on the young person’s progress.

Young people confirmed that they were encouraged and helped to maintain contact with their families.

Transition plans depended on the needs of the young person and included structured visits to the service and linking in with previous carers. The service had robust policies in place for young people moving on - Moving On policy and Preparation for Independent Living policy.

Based on the findings of this inspection, the service has been awarded the following grade: Quality Statement 1.6 4 - Good

Areas for Development

The manager identified the need to continue to develop good working relationships with local authorities.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

See Statement 1.1 for further evidence to support this statement.

An examination of relevant documents and feedback from service users and staff indicated a good performance by the service in relation to this statement.

The welcome booklet provided good information which accurately reflected the environment.

Bedrooms were personalised to a good standard and when items were being purchased young people’s views were sought.

There was evidence that service users were provided with opportunities to become involved in evaluating the quality of the environment through their regular meetings and at 1:1 keyworker sessions. Young people spoken with confirmed that they were involved in decisions about the environment.

Based on the findings of this inspection, the service has been awarded the following grade:
Quality Statement 2.1 4 - Good

Areas for Development

The manager planned to introduce questionnaires for young people, parents/carers and stakeholders six months after the service started operating to include them in assessing and improving the quality of the service. These should include assessing and improving the quality of environment. (See recommendation 1)

The manager stated that young people would be involved in choosing the decor for their own and public rooms when redecoration is required.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We make sure that the environment is safe and service users are protected
Service Strengths

An examination of relevant documents and feedback from service users and staff indicated a good performance by the service in relation to this statement.

The home was warm, pleasant and welcoming during the inspection. Good standards of homeliness, hygiene and housekeeping contributed to the atmosphere of The Red House. There was dedicated domestic support. General risk assessments were completed regarding the environment.

Infection control measures were in place. The unit was smoke-free.

Young people had their own rooms and a key to lock them if they chose to do so. The young people spoken with confirmed that they felt safe and secure living in The Red House and would talk to staff if they had any concerns. The service had a bullying policy.

Staffing levels on the day of inspection were met and exceeded the agreed staffing schedule. Staff rotas were sampled and indicated that this often happened to meet the needs of young people. Each young person had a designated key worker who knew them particularly well and co-ordinated their plan of care.

Staff were aware of good practice guidelines in holding safely and the service had a copy of 'Holding Safely'. Staff received training on Crisis, Aggression, Limitation and Management (CALM) to ensure that they were adhering to best practice and safe care and regular updates also took place. Staff were aware of their responsibilities with regards to child protection and keeping children safe and there was evidence within the recordings for young people that their safety was discussed frequently. Copies of the Area Child Protection Guidelines and a Child Protection Policy were available. All staff were issued with the best practice guidance 'What to do if you're worried a child is being abused' when employment commenced.

The unit was accessible but secure and had a door entry system. Visitors were required to provide ID and sign the visitor's book.

There was a robust procedure in place for reporting and monitoring incidents. There was an informal procedure in place for debriefing and supporting staff and young people after they had been involved in an incident.

The service had made good links with the local police and young people had attended activity sessions with them. In addition to this the police had visited the home to discuss internet safety with the young people.

The service had access to transport which meets requirements for safety checks.

Based on the findings of this inspection, the service has been awarded the following grade:

Quality Statement 2.2 4 - Good

Areas for Development

The Child Protection policy should contain all the key information required by National Care Standards including a date for policy review. (See Recommendation 3). The policy also referred to CSCI and not the Care Commission. The manager has agreed to address this.

As this is a new service and staff team the manager was unsure whether staff and service
users were aware of the Children's Charter. (Recommendation 4)

The manager and depute planned to complete anti-bullying training and cascade this to the whole staff team.

There was some evidence of service user involvement in their own risk assessments. However it would be good practice for service users to have more input and where possible to sign risk assessments they had been involved in. A date for review should also be included in the assessment.

The company was currently developing a system for debriefing staff and young people following incidents. It was also developing a more robust system for young people to access the internet safely.

Security lighting was planned for the outside of the house.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

2

**Statement 3: The environment allows service users to have as positive a quality of life as possible.**

**Service Strengths**

An examination of relevant documents and feedback from service users and staff indicated a good performance by the service in relation to this statement.

The Red House is a large detached villa situated in a quiet residential area within pleasant grounds and with good space inside and out for children and young people to access. It offered accommodation for five young people. There were good transport links and local amenities close by.

The environment was comfortable, homely and reflected the tastes and interests of the young people living there. Rooms were warm and well ventilated and were of a good size. Each young person had a single bedroom which they were able to personalise. Some had a key to their bedroom if they so wished. There were two large comfortable sitting rooms where young people could have company or private time. The home had computers and games consoles, suitably monitored, for the young people to enjoy. There were books and other learning materials available in the classroom as well as games and activities. Furnishings were observed to be of a good standard throughout.

Young people were supported to complete various components of ASDAN leading to gold, silver or bronze awards, to build on their interests and completed at the young person's
individual pace.

The service employed a Domestic worker and housekeeping standards were observed to be good throughout.

The young people were supported to develop weekly menus and were encouraged to choose options which were healthy and reflected their preferences. Comments from the young people included:
"The food is OK."
"My favourite food is chicken curry."
"Everyone takes turns to cook."

Staff and young people ate together in the dining kitchen.

Young people were encouraged to maintain contacts and be involved within the community with the support of staff. This included attending scouts or cadets. Comments included:
"I visit some of my pals round about. I'm more trusted now to go out in the community."

Young people spoken with stated that they were happy with the environment and that they felt they could raise any issues of concern with staff. They felt that, on the whole, they were treated fairly. Young people talked of their involvement in developing the rules and could explain them and the system of sanctions and incentives. One commented: "I think they're fair."

Based on the findings of this inspection, the service has been awarded the following grade:
Quality Statement 2.3 4 - Good

Areas for Development

The service planned to develop the large garden further to allow more facilities for the young people.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 3 - Adequate

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

See Statement 1.1 for further evidence to support this statement.

An examination of relevant documents and feedback from service users and staff indicated a good performance by the service in relation to this statement.

The service has recognised the importance of consistency of staff including agency staff for this service user group.

Young people were able to comment on staffing at 1:1 meetings with their keyworker and were able to choose their own key worker once they had met the staff team.

Through observation it was clear that staff treated service users with dignity and respect. Staff spoken with demonstrated an understanding regarding service user involvement and their role in promoting it and felt well supported by senior staff.

Staff received specific training in response to the needs of service users.

There was evidence of the manager responding to a young person's concern about not being able to carry out a chosen activity due to staffing levels, by using agency staff when required.

Based on the findings of this inspection, the service has been awarded the following grade:

Quality Statement 3.1 4 - Good

Areas for Development

The manager planned to introduce questionnaires for young people, parents/carers and stakeholders six months after the service started operating to include them in assessing and improving the quality of the service. These should include assessing and improving the quality of staffing. (See recommendation 1)

There was discussion around meaningful ways to involve the young people in the recruitment and selection of staff.

The involvement of service users in the development of staff training plans should be considered.

CCO Grading

4 - Good

Number of Requirements

0
Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

An examination of relevant documents and feedback from service users and staff indicated an adequate performance by the service in relation to this statement.

Young people described a degree of confidence in staff and were observed to have good relationships with them.

Staff had a clear understanding of their roles and responsibilities in their work with young people in their care.

Some staff had received training in Child Protection and there were plans in place for all staff to receive this through e-training.

The organisation had an appropriate Training Policy in place.

There was a range of training available which reflected the range of support needs of service users, for example, autism awareness, challenging behaviour, ASDAN and CALM.

There was evidence that staff training was discussed at team meetings. Staff indicated that they received a good level of support with requests for training which could enhance the support offered to service users. There was a strong emphasis on training being service user led. There were plans for training from the company psychologist including learning disability, challenging behaviour, attachment and self-harm.

Staff consulted spoke highly of the good informal support they received from other team members and the manager. Staff stated that they felt supported in their role and that they now received regular supervision. Staff morale had been variable but they viewed the appointment of the new manager as positive for the service. Staff particularly commented on the availability of the manager. They found the management team to be approachable and supportive.

There were systems in place to encourage an effective team approach and good communication, for example, regular staff meetings and daily handover meetings. Staff presented as knowledgeable and competent.

Staff had access to, and were guided by, policies and procedures and best practice guidance including Whistleblowing, Child Protection, Complaints, Safe Recruitment, Confidentiality and Equal Opportunities. Staff had to sign to confirm they had read new and updated policies. There was evidence that these were also discussed at team meetings and in supervision. Staff had copies of the Scottish Social Services Council’s Codes of Practice and National Care Standards and used them to inform their practice.

The organisation has a process to ensure that staff were recruited in line with best practice guidance.
The service had a comprehensive staff induction programme which included fire safety, first aid, basic care, risk assessment, care plans, health and safety. Policies and procedures were also discussed at induction and on an ongoing basis at team meetings.

The service had a staff training plan which detailed arrangements for all staff to train to the minimum standard and register with the Scottish Social Services Council. Most staff had completed or were in the process of completing an SVQ.

Staff worked closely with other agencies and professionals. Care plans confirmed multi-professional working.

The organisation had a process to ensure that staff were recruited in line with best practice guidance.

The manager stated that exit interviews were carried out by the company when staff left the service.

Based on the findings of this inspection, the service has been awarded the following grade:
Quality Statement 3.3 3 - Adequate

Areas for Development

While there were systems in place for regular team meetings, attendance by staff could be poor. (See recommendation 5)

Staff employed by the service prior to young people being accommodated had received a range of training opportunities. The service had definite plans in place for other, newer staff to be trained through the e-learning process in child protection, medication, food hygiene, health and safety, complaints and risk assessments. Progress on this will be followed up at the next inspection.

The manager was aware of the need to identify a suitable course to enable her to register with the SSSC.

All policies and procedures should include a date for review. Some of the service's policies and procedures referred to the English regulatory body CSCI and should be changed to the Care Commission. The manager stated that she was currently reviewing all policies and procedures. Progress will be followed up at the next inspection.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

1

Statement 4: We ensure that everyone working in the service has an ethos of respect
towards service users and each other.

Service Strengths

An examination of relevant documents and feedback from service users and staff indicated a good performance by the service in relation to this statement.

The Service had Policies and Procedures and copies of the National Care Standards which were available for staff to access.

Information about the Scottish Social Services Council Codes of Practice was available in the workplace and staff were knowledgeable and confident about how they would challenge poor or unprofessional practice.

The young people who returned questionnaires or those interviewed said they were 'happy' or 'very happy' that staff treated them respectfully. Observation during the inspection showed staff treating young people respectfully. The views of young people were obviously listened to and acted upon.

Information for young people contained information on 'rights' and contact numbers for young people seeking information and advice. Also contained in the booklet was information on bullying and how to make a complaint.

Staff were issued with a staff handbook which informed them of expectation of practice.

Based on the findings of this inspection, the service has been awarded the following grade:
Quality Statement 3.4 4 - Good

Areas for Development

In the self assessment the manager stated that the staff handbook is currently being updated by the Human Resources Department.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 3 - Adequate

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

See Statement 1.1 for further evidence to support this statement.

An examination of relevant documents and feedback from service users and staff indicated an adequate performance by the service in relation to this statement.

The consultation policy includes the statement ‘we will ensure that clear communication takes place with young people, parents and local authority in the development of, or any necessary change in, the operation of the home.’

Records of staff supervision and examination of care plans showed that young people’s and carers’ views were valued.

There was a range of experience and skills within the staff and management team.

Based on the findings of this inspection, the service has been awarded the following grade: Quality Statement 4.1 3 - Adequate

Areas for Development

The manager acknowledged that the involvement of young people in influencing the quality of management and leadership was not well developed. She planned to introduce questionnaires for young people, parents/carers and stakeholders six months after the service started operating to include them in assessing and improving the quality of the service. These should include assessing and improving the quality of management and leadership. (See recommendation 1)

There was little involvement of service users in the self assessment process for this inspection.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Statement 2: We involve our workforce in determining the direction and future objectives of the service.
Service Strengths

An examination of relevant documents and feedback from service users and staff indicated an adequate performance by the service in relation to this statement.

There was evidence of staff meetings and supervision systems being in place. The minutes of these showed that staff were consulted on decisions about the service. Staff were kept up to date about new guidance or policy changes.

Staff were asked for their views on the self assessment completed for this inspection.

Staff members felt that they were supported in the workplace.

Staff had access to computers and resources for e-training and to keep them up to date with good practice.

Based on the findings of this inspection, the service has been awarded the following grade:
Quality Statement 4.2 3 - Adequate

Areas for Development

This service had been operating for only a few months. There was little evidence yet of staff involvement in developing operational plans for the service. (Recommendation 6)

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

1

Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service Strengths

An examination of relevant documents and feedback from service users and staff indicated a good performance by the service in relation to this statement.

As stated previously the service had a quality assurance policy to support its commitment to providing and evaluating the ongoing development of service provision.

The manager carried out monthly quality assurance checks on various aspects of the service including young people's files, accidents and incidents, finances, restraint records, risk assessments, medication, daily logs, fire drills, staff meeting minutes and supervision notes.

External management monitored aspects of the service including quarterly monitoring visits.
The service had arranged for an external evaluation by the Scottish Institute for Residential Child Care (SIRCC) on the systems and procedures currently in place.

An inspection had been carried out by external health and safety consultants and a health and safety risk management report compiled for the service to action.

The manager was aware of her responsibility to notify the SSSC, and under what circumstances she should do so. Likewise, the manager was aware of her responsibility to notify the Care Commission of matters such as staff misconduct.

Based on the findings of this inspection, the service has been awarded the following grade: Quality Statement 4.4 4 - Good

**Areas for Development**

The manager was in the process of developing an action plan from the findings from the SIRCC consultation on systems and procedures.

The manager stated in the self assessment for the service that in-house audits were being piloted by the provider in their north-east of England homes and would be filtered out to all homes soon.

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

0
Regulations / Principles

National Care Standards
Enforcement
There has been no enforcement action against this service.

Other Information
This is the first inspection of this service.

Requirements
No requirements were made at this inspection.

Recommendations
1. Young people should be provided with information on how to contact the Care Commission and advocacy projects. NCS Care homes for children and young people, Standard 18.4 & 19.1

2. Minutes of review meetings should include a list of participants and should more clearly reflect the views of the young person. NCS Care homes for children and young people, Standard 8.

3. The service should review its child protection policy to reflect the following:
   - appropriate telephone numbers
   - arrangements to ensure young people have access to independent support and advice
   - arrangements for policy review.
   NCS Care Homes for Children and Young People Standard 6.2

4. Staff, children and young people should be made aware of the Children's Charter. NCS Care Homes for Children and Young People Standard 6.2

5. The manager should encourage team working and improvements in the service by ensuring that staff are involved in the evaluation and discussion of their work. NCS care homes for children and young people, Standard 7.9

6. The manager should give staff the opportunity to be involved in developing plans for maintaining and improving the service. NCS Care homes for children and young people, Standard 7.9

Julia Bowditch
Care Commission Officer