

Action for Children - Stoneside Project Care Home Service

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Glasgow
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Type of inspection: Unannounced
Inspection completed on: 25 April 2017

Service provided by:
Action for Children

Service provider number:
SP2003002604

Care service number:
CS2007164443

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 has been registered since 2008.

Stoneside Project provides a residential respite service for up to six children and young people who have learning disabilities and/or related physical disabilities and complex needs. The provider is Action for Children Scotland. At the time of the inspection, the service had reduced its capacity to four children and young people.

The property, which is a single storey building, situated in a quiet residential area in Eastwood Glasgow, has large grounds and off street parking. It is close to local amenities, including public transport.

Some of the stated aims of the service are to provide opportunities for holistic care planning developed in consultation with the child/young person, their family and other agencies, for parent/carers to develop and sustain skills to manage their son/daughter's behaviour within and out with the home environment, and for children and young people to maximise their potential in a range of areas including self-help skills and confidence building.

What people told us

At this inspection we met two young people at Stoneside Project. One told us he enjoyed coming as he got to play with things he liked. The other young person had limited verbal communication, however, we interacted with them and observed how they were supported at the project.

We made contact with seven parents and carers and received consistently positive feedback about the service. They told us communication from staff was excellent and they always felt comfortable leaving their children for respite. Below are some comments from parents and carers.

"Communication is amazing".

"I couldn't have asked for better care".

"I think it's fantastic".

"I feel I can offload on the staff. The manager will listen".

"It's like a second home he loves it".

"I don't know what I would have done over the years without Stoneside".

"In the last year they have not been as flexible".

Self assessment

Not requested for this inspection year.

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	4 - Good

What the service does well

The Stoneside Project offers children and young people a very good standard of care and support. A key strength of the service was how they built relationships with children and young people. One parent told us "they take the time to connect with young people". We saw this in our own observations and concluded children and young people at Stoneside were benefitting from caring and secure relationships.

We liked how children, young people, parents and a range of agency partners were involved in planning respite support. A social worker told us "they (Stoneside) are very good at addressing difficult behaviours and planning/ supporting with strategies to work towards improving outcomes". The personal plans we looked at supported this view with each young person having clear goals for staff to support them with.

Staff were skilled in how they communicated with young people using clear and accessible language, Makaton and PECS (Picture Exchange Communication System). Support staff were well prepared for young people arriving at Stoneside Project. Interactions were warm and friendly towards young people who looked happy to be at the service. One parent told us "They have really helped them develop and they love going".

There was a sufficient range of quality assurance systems which resulted in continuous service improvement. Supervision practices had been improved upon since the last inspection and meaningful appraisals were in place for staff. Practice issues were addressed comprehensively in a supportive manner which we thought supported a safe learning culture for the team.

The service had robust communication systems in place to ensure timely sharing of information. Parents liked the communication diaries which enabled the flow of important information before and after visits.

The service provided a relaxed and safe environment and the spacious garden was ideal for children and young people to play and have fun. We liked how young people were also encouraged to use resources in the local community often using public transport where appropriate. It was pleasing to find children and young people took part in a range of activities and were encouraged to do so.

Comprehensive written plans to reduce risks and manage challenging behaviour were developed through effective partnerships with health services and social work departments. One social worker told us Stoneside provides "a safe environment as staff are always in close proximity to offer support". Information held in personal plans evidenced strong multi-agency links and we concluded young people were benefitting from joined up care.

Since our last inspection the registered manager had taken steps to improve morale through a range of actions. It was too early to measure the impact of these, however, at this inspection staff were more positive about their experience of working at the service. One staff member told us "I've had great support from the management team" whilst a new staff member told us "the team are great with new staff really helping them to settle in and learn".

What the service could do better

High sickness levels and difficulty recruiting new staff meant an increase in the use of agency staff. Whilst we recognise these challenges, the provider should take effective action to ensure young people at the Stoneside Project are supported by staff who know them and understand their individual needs.

At the last inspection we advised on-line training in child protection was insufficient for staff suggesting more regular face-to-face training in this area. This had not been progressed. (See recommendation 1).

To support effective communication, we felt staff should be provided training in the sign language programme Makaton. A number of children and young people used this programme at Stoneside.

The provider should also define child sexual exploitation (CSE) within their safeguarding policy and offer awareness training for staff in this area. (See recommendation 2).

The registered manager told us a staff development day was planned and a service improvement plan was currently being developed. We agree these measures should enhance team communication and offer direction for the service in terms of improving outcomes for children and young people at the Stoneside Project.

We felt the participation of parents and carers in developing the service could be improved. Parents told us they would welcome a forum for feedback, peer support, sharing ideas and gaining knowledge. The registered manager advised a parents group had previously been in place and we suggested the service looks to re-establish this to enhance service user involvement.

We discussed aspects of the organisation safeguarding framework (part 3, dated 6 February 2017) and its implementation with management. The issue raised was addressed immediately following this discussion. However, we further considered the framework could benefit from review as it lacked specific actions to be taken, could be open to individual interpretation and was not specific in aligning to best practice. (See recommendation 3).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. To ensure staff are well prepared to respond to child protection concerns, Action For Children should offer staff face-to-face training in this area.

National Care Standards care homes for children and young people – standard 7.8: management and staffing.

2. Action for Children should define child sexual exploitation in their safeguarding policy and offer guiding principles to inform decision making in this area. Staff should also be provided with awareness training in child sexual exploitation.

National Care Standards care homes for children and young people – standard 7.1: management and staffing.

3. The safe guarding framework (Part 3, dated 6 February 2017) should contain procedures which are explicit and reflect the guidance on this subject provided by the Scottish Social Services Council.

National Care Standards care homes for children and young people – standard 7.1: management and staffing.

Complaints

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

Inspection and grading history

Date	Type	Gradings	
17 Nov 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
4 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Jul 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
31 Mar 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Feb 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
23 Aug 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
13 Jan 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
31 Mar 2009	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
24 Dec 2008	Announced	Care and support	5 - Very good
		Environment	4 - Good

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good

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