Action for Children - Silverton Short Breaks
Care Home Service

Larch Grove
Silvertonhill
Hamilton
ML3 7NF

Telephone: 01698 424102

Type of inspection: Unannounced

Completed on: 1 November 2019

Service provided by: Action for Children
Service no: CS2005110586

Service provider number: SP2003002604
About the service

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”.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

What people told us

During our inspection we met with three young people who were visiting the service. Whilst all of these young people were non verbal we concluded from our observations of their interactions with staff and the writer that they were happy and enjoying their stays.

We received no completed care standard questionnaires from family members. We spoke with five parents/carers and received overwhelmingly positive feedback. Some of the responses included:

“*My son loves it*”

“*The staff are brilliant*”

“*I couldn’t ask for more from the staff*”

“*I know from the feedback reports I get that my son has had fun when he has been for a stay*”

“*I have nothing bad to say about Silverton*”

“*The staff are very caring and manage my son’s high level of medical needs very well*”

“*I feel my son is safe and well cared for*”

“*My son enjoys going and staff know him very well*”

“*I have seen the staff adjust their communication to meet the individual needs of my son*”

“*I feel confident in all staff*”

“*Although we have recently had some overnights cancelled, the staff have worked hard to ensure we still got some service and support*”

“*Silverton have stepped up to meet the needs of X (young person)*”
“Staff are thorough and competent and this means I feel relaxed when X (young person) is staying there”

“I can’t say anything negative about the staff or the service they provide”

**From this inspection we evaluated this service as:**

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

<table>
<thead>
<tr>
<th>How well do we support children and young people’s wellbeing?</th>
<th>5 - Very Good</th>
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</thead>
<tbody>
<tr>
<td>How good is our leadership?</td>
<td>not assessed</td>
</tr>
<tr>
<td>How good is our staffing?</td>
<td>not assessed</td>
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<tr>
<td>How good is our setting?</td>
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</tr>
<tr>
<td>How well is our care and support planned?</td>
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Further details on the particular areas inspected are provided at the end of this report.

**How well do we support children and young people’s wellbeing? 5 - Very Good**

We found that children and young people were developing meaningful and secure relationships with a confident, well trained staff team. They were benefiting from affection and touch and we observed that care was based on empathy, compassion and fun.

Young people were supported to voice their opinions and there were a variety of communication methods available. Communication plans we saw were very detailed and appropriate individualised communication methods were clearly outlined.

Daily summaries, shared with parents/carers, provided detailed updates on the young person’s stay and the young person’s views were requested as part of this report.

Young people’s individual choices were taken into account when personalising bedrooms for each stay and care plans and food choice sheets enabled the staff to provide care which supported positive outcomes. Healthy eating was promoted, however, individual choice was respected.

We observed that the service worked very closely with families and key partner agencies to prepare for each stay. Detailed post visit reports enhanced positive outcomes through the sharing of information. Feedback was sought and this captured the significant changes and positive outcomes parents and carers could see for their children.
Young people were experiencing positive outcomes and the development of positive relationships with friends and families through attendance at twice yearly Side by Side family activities organised by the service. Friendships between young people were encouraged and supported through participation in shared experiences and activities.

At the time of the inspection, the service were supporting one young person for a longer period of respite. We saw that a robust matching process was in place which contributed to young people having safe and enjoyable experiences, particularly during this period. Close working with multi-disciplinary colleagues supported information sharing which strengthened this matching process.

Young people have access to a safe and secure garden area with a range of play options. Young people were being supported to be active and explore the outdoors and detailed risk assessments enhanced positive outcomes and safe choice.

Young people’s health needs were paramount in terms of supporting them during each stay. We heard from one parent that her confidence in the staff meeting her son’s high level of medical needs allowed her to feel he was safe during his stays.

Regular team meetings and reflective sessions strengthened the team ethos and positive morale which we observed in the staff team.

Medication was stored in a safe place and managed well by staff and an accurate account recorded when administered.

We looked at the service’s child protection practice and procedures. We were confident through discussion with staff that they understood their responsibilities in relation to the protection of young people in their care. We concluded that satisfactory systems were in place to ensure the children and young people were protected from harm.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned? 5 - Very Good
We found that further to assessment, the service had in place detailed, individualised care plans for all young people. These were written in a child-centred manner and the service worked to the SHANARRI (safe, healthy, achieving, nurtured, active, respected, responsible; and included) wellbeing indicators from Getting It Right For Every child (GIRFEC).

Care plans were highly individualised and demonstrated the service’s outcome-focused approach. A comprehensive range of documents were supporting positive outcomes for young people as they ensured all staff had knowledge of likes and dislikes, preferred communication methods and detailed health information and care strategies.

We heard that introductions to the service were child-centred and needs led. Care plans detailed health and care needs which supported young people to have enjoyable and safe visits. Young people were being supported to lead positive, enjoyable and healthy lives and we saw a range of positive outcomes reflecting this.

The service reviews care plans regularly and we saw evidence of these being amended following significant incidents or a change of circumstances. The views of families and professionals had been included in the reviews of care plans. Team practice discussions and reflections lead to consistency and informed care which was benefiting young people.

We asked the service to complete an audit of all reviews as we found that in a small number of files these were not evidenced.

We discussed with the service the need to continue to ensure the voice of the young person is sought and reflected in all care planning documents.

We looked at incident records and found that these were comprehensive and had all been reviewed by a manager. Risk assessments had been updated following an incident, if needed, which ensured that care plans were up to date and supporting positive outcomes in terms of health, well being and safety.

**Complaints**

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

**Detailed evaluations**

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<tbody>
<tr>
<td>1.1 Children and young people experience compassion, dignity and respect</td>
<td>5 - Very Good</td>
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<tr>
<td>1.2 Children and young people get the most out of life</td>
<td>5 - Very Good</td>
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<tr>
<td>1.3 Children and young people’s health benefits from their care and support they experience</td>
<td>5 - Very Good</td>
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<tr>
<td>How well is our care and support planned?</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>5.1 Assessment and care planning reflects children and young people’s needs and wishes</td>
<td>5 - Very Good</td>
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