

Action for Children - Lisalanna Care Home Service

Cumnock

Type of inspection:
Unannounced

Completed on:
14 November 2019

Service provided by:
Action for Children

Service provider number:
SP2003002604

Service no:
CS2003000782

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Lisalanna is discreetly located in the town of Cumnock in East Ayrshire and is a detached bungalow which sits in its own grounds. The service provides residential and respite care for children and young people with complex learning difficulties and a range of physical health needs.

The service has the capacity to accommodate two service users on a long-term residential basis and three bedrooms are available for respite care. In total, the service will have five children or young people living there at any one time.

The service aims to offer an enriching experience to each child or young person by working alongside their families and the professionals who support them.

What people told us

During our inspection, there were two young people present. We spent time with them and made observations based on their interaction with staff. We concluded that the young people were attentively cared for. The staff knew the young people well and, as a result, responded quickly and appropriately to their requests.

The young people had varied opportunities for activity but tended to enjoy one-to-one time with staff. They utilised the communal spaces and the garden, which offered lots of space for play and exercise.

We received four questionnaires from young people and carers. These indicated that young people always felt safe and well cared for. Overall, the young people and carers were happy with the level of care and support they received.

The service will undergo changes in the next year to ensure the residential service can be self-contained. Social opportunities have become an essential part of the care experience in Lisalanna and we were pleased to hear this would be prioritised for the young people who live there. Separation of the services will be flexible depending on the mix of young people present at any one time.

Self assessment

The service had undertaken a full service evaluation which contributed to the development plan.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good

Quality of management and leadership

not assessed

Quality of care and support

Findings from the inspection

During our inspection, we looked closely at the care and support the young people received. We found lots of evidence to conclude that there were important strengths with some areas for improvement.

We reviewed the service's child protection policy and procedures and concluded that young people were protected from abuse and exploitation. Furthermore, safety was of paramount importance and the staff and manager continued to ensure young people were made aware of how to stay safe.

The use of social stories had allowed young people to deal with changing life circumstances and aided transitions. We found transition management and planning to be a strength of the service.

The staff and manager creatively identified opportunities for young people. We heard of young people having exciting activities in the community and further afield. One young person had attended a sports tournament and had described the outing supported by Lisalanna as the best day of his life.

Over the course of the year, the service had been incredibly vigilant in relation to the health of the young people. They had worked jointly with families to ensure young people were supported when requiring overnight support in hospital. As a result of the joint work with health, the young people's wellbeing had increased significantly, and we were pleased to see such positive progress.

Medication was tightly managed and clear information was displayed in relation to young people's daily health needs. The managers oversaw this, and we found regular and effective auditing taking place.

The young people who lived in Lisalanna had excellent school attendance and we found evidence of effective joint working between the staff and education staff. Furthermore, the young people's friendships in school were supported by time together in Lisalanna.

Over the last year, recruitment had been an ongoing challenge. However, changes to the recruitment method in recent months had resulted in a successful recruitment campaign prior to inspection. We found the service very well staffed and this was having a direct impact on the ability of staff to undertake one-to-one work outside the service. The addition of a new vehicle will further enhance this work.

Furthermore, the managers had made significant progress in relation to formal supervision taking place which was helping the staff feel supported in their roles.

There is a huge amount of love and care in Lisalanna which is reflected in the effort to ensure young people's plans reflect their needs and wishes. When young people wished to complete an activity, the service worked hard to ensure this occurred.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

This quality theme was not assessed.

Quality of staffing

Findings from the inspection

Lisalanna is incredibly well regarded by the young people, carers and professionals who spend time there. The managers have worked hard to build relationships with stakeholders, and this has a direct influence on the outcomes for the young people. In the last year, the service had undergone further changes and, as a result, we found there were areas for improvement.

We had transparent conversations with the managers during the inspection. They had already self evaluated many of the changes required and the service development plan had a clear direction and focus. In order to maximise the quality of outcomes for young people, we have asked the service to move forward with their plans and we look forward to seeing the progress.

During our inspection, we looked at whether assessment and care planning accurately reflected the young people's needs and wishes. We concluded that there were strengths in this area with some improvements required.

The young people all had up-to-date care plans that reflected their current needs. There were risk assessments and behaviour support plans in place to support staff assessment and practice. The manager had already reviewed changes that were required to the care planning processes. However, we felt more could be done to ensure they were specific, measurable, achievable, realistic and time based (SMART).

The service can do better at utilising pictorial methods of communication in relation to care planning. There were strategies in place to ensure the young people were aware of their care plans and were fully contributing to them. We will look closely at this at next year's inspection.

We have also asked the service to consider external training opportunities for staff, specifically where this can lead to improved care and support planning and implementation.

We found that the managers had historically found it hard to delegate as a result of focusing on making sure the care and support was maintained. The improvement in staffing meant that there were several staff being embedded into Lisalanna and training was ongoing. We found that there was an opportunity to let experienced staff take on leadership roles in relation to care and support planning and have asked the service to prioritise this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

This quality theme was not assessed.

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

Recommendation 1

The service should continue to develop outcome focused care plans.

National Care Standards, care homes for children and young people, Standard 7: Management and staffing.

This recommendation was made on 7 April 2016.

Action taken on previous recommendation

The service had introduced outcome focussed care plans and staff were working on three outcomes during each young person's respite visit.

Recommendation 2

This arrangement should be reviewed and, if necessary, improved to ensure appropriate arrangements for infection control and hygiene.

National Care Standards, care homes for children and young people, Standard 6.5: Feeling safe and secure.

This recommendation was made on 7 April 2016.

Action taken on previous recommendation

The staff/visitor toilet had been clearly identified with a sign.

Recommendation 3

The service should ensure that there is an annual training plan which includes dates for all mandatory training and refreshers.

National Care Standards, care homes for children and young people. Standard 7.8: Management and staffing.

This recommendation was made on 7 April 2016.

Action taken on previous recommendation

The manager had introduced a training tracker and training calendar had been reintroduced.

Recommendation 4

Managers should ensure that all staff have regular planned opportunities to discuss and evaluate their work and their contribution to the work of the service in accord with the provider's staff support policy.

National Care Standards, care homes for children and young people, Standard 7.2: Management and staffing.

This recommendation was made on 7 April 2016.

Action taken on previous recommendation

Supervision is now occurring regularly.

Recommendation 5

The service should ensure that staff receive supervision in accordance with the service's policies and procedures. National Care Standards, care homes for children and young people, standard 7: management and staffing

This recommendation was made on 8 December 2017.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 6

Action for Children should now ensure staff receive training in the service procedure assessing the risk of child sexual-exploitation. National Care Standards, care homes for children and young people, Standard 6.13: Feeling safe and secure.

This recommendation was made on 24 November 2017.

Action taken on previous recommendation

Staff have been provided training in assessing risk of CSE. This recommendation has been met.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
29 Oct 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
27 Oct 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
24 Oct 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
1 Mar 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
17 Feb 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 Jun 2014	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
21 Jun 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good
9 Jul 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
2 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
21 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
2 Dec 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Oct 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Feb 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
9 Dec 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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