

Netherton School Care Accommodation Service

Netherton
Ochiltree
Cumnock
KA18 2PU

Telephone: 0129 070 2880

Type of inspection:

Unannounced

Completed on:

17 January 2020

Service provided by:

Spark of Genius (Training) Ltd

Service provider number:

SP2006008009

Service no:

CS2007164226

About the service

Netherton is provided by Spark of Genius Ltd and is registered to provide school care accommodation to a maximum of six young people aged between 10 and 18 years of age.

The service is located in a rural setting in East Ayrshire and provides residential living accommodation for the young people.

The young people's education is provided either by Spark of Genius learning centres or through other education provision such as local authority schools or college.

The service aims to provide:

- longer stay residential care for young people to bring about transformational development in themselves and their families / carers.
- day education for young people who have found it difficult to cope within mainstream settings and need an alternative approach to education to re-motivate them.

At the time of this inspection there were six young people being provided care by the service

What people told us

During the inspection we spoke with four of the young people experiencing care in the service.

One young person stated they were very happy living there and was happy with their schooling and activities. This young person told us they felt safe and new the staff were there to look after them.

One young person was not happy being placed so far from home. This young person had no complaints nor negative comments about the care they were experiencing nor the staff. They stated they liked their key worker and appreciated the support they had received from them.

Any slight issues raised by this young person regarding how they spending time, for example, were addressed by staff; one during the course of the inspection. This young person was not happy with the way they felt they had been treated by their social work department.

Another young person engaged briefly with us and stated that they felt the food was not good.

On inspecting the quality and range of food being provided to young people we found a very good variety of packaged and fresh food and snacks of the young people's choosing. Staff were baking and preparing freshly made soup during the inspection visit.

A fourth young person was appreciative of the support from their key worker and also of the activities they participated in outwith the service. They told us of the progress they felt they had made whilst living in the house.

Parents to the young people gave positive feedback of the service overall. One parent felt that the staff had been very good up until recently where they felt staff had not responded as they would hope to concerns raised.

On further discussion with staff we found some information had not been communicated. The staff responded appropriately to this.

Visiting social workers told us of the progress they noted in the young people they had placed there.

Other social workers we spoke to by phone confirmed positive views of the service and spoke highly of the progress young people were making in keeping themselves safe through the work completed with their key worker.

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

How well do we support children and young people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	3 - Adequate

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 the service was providing a very good level of support to young people's wellbeing.

Staff were observed to be engaging some young people in activities aimed at gathering their views to inform their care plan. Others were encouraging young people to nurture self care and independence skills. During these discussions staff were seen to express understanding of young people's views whilst offering advice and guidance. These conversations were good humoured and mutually respectful. Where necessary the staff challenged inappropriate language and behaviour effectively; maintaining the engagement of the young people.

We learned of occasions where staff advocated for young people to get access to specialist services and supports specific to their individual needs. Young people told us of their appreciation for these efforts as this access contributed positively to their mental health and nurtured trust.

Staff we spoke with demonstrated a very good knowledge of the impact of trauma on young people and had a good understanding of the supports that would help them build resilience.

We read through some detailed and extensive work sheets that staff had effectively engaged young people in completing. The young people's parents and social workers commented on the progress they had noted in young people understanding of risk and self care as a result of this work.

The staff supported young people to access and maintain education placements. Young people who had previously disengaged from education were maintaining placements in mainstream school.

Some young people were attending college; providing them with pathways to employment opportunities in areas of interest to them.

This had led to young people obtaining work experiences and regular part time employment. Where young people had gained employment that did not result in successful outcomes the staff supported them to look for, and access alternatives.

Relationships important to young people were maintained through the support of staff either facilitating visits by family and friends or supporting young people to their home communities.

Young people's health needs were addressed through registration, and regular appointments with primary health care services. Where required, support through access to specialist services was assured through alert and responsive staff. The service have access to a consultant psychologist who provides staff with advice and guidance in working with the young people's specific needs; and on occasion works directly with the young people.

As stated above, some young people had commented negatively about the food offered. We looked at this matter in detail and found the service to be well stocked with a very good variety of healthy foodstuffs - fresh meat, fruit and vegetables - and had a good supply of snacks that the young people preferred.

Staff we spoke with had a good working knowledge of child protection and child sexual exploitation issues and effectively described knowledge of the procedures and their roles in such matters.

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?

3 - Adequate

During the inspection we inspected records of the young people's care planning and found the service to be providing an adequate level of service in respect of this key question.

We observed staff in discussion with young people gathering views for their care plan and seeking to engage them in this.

Care plans were well laid out and linked to the wellbeing indicators; as per the Scottish Governments GIRFEC framework. These plans were being regularly reviewed in accordance with young people's needs and levels of risk. Targets were set with the young people identifying aspirations in addition to the aims reached through discussion at review meetings. These aims adhered to SMART principles and provided young people with a written record of the outcomes they could be supported to achieve.

Young people's risk assessments outlined specific areas of need. The strategies employed by the staff and support team around the child to assist young people manage and/or reduce these risks were clearly stated in most cases.

Some of the young people were placed from other areas of the United Kingdom. In being so placed legal authorisation is required from the Courts of the placing local authority. The service were unable to evidence this for all young people for whom it was required. The lack of this authority was not in keeping with young people's rights and, whilst seeking legal authority is the responsibility of the placing authority, it is the service providers responsibility to ensure necessary authorisation is in place prior to admission.

We have made a requirement in relation to this matter. (see requirement 1.)

Requirements

1. The service provider should ensure that all necessary authorisation and legal conditions have been obtained and satisfied prior to admission; and that their admission and matching process takes this consideration into account for every young person. This will accord with respecting and upholding young people's rights.

This is in order to comply with Health and Social Care Standards (H&SCS 1.2) My human rights are protected and promoted and I experience no discrimination. (H&SCS 1.3) If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively.

(H&SCS 2.3) I am supported to understand and uphold my rights. (H&SCS 4.1) My human rights are central to the organisations that support and care for me.

And

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This should be completed by 8th April 2020.

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

How well do we support children and young people's wellbeing?	5 - Very Good
1.1 Children and young people experience compassion, dignity and respect	5 - Very Good
1.2 Children and young people get the most out of life	5 - Very Good
1.3 Children and young people's health benefits from their care and support they experience	5 - Very Good
How well is our care and support planned?	3 - Adequate
5.1 Assessment and care planning reflects children and young people's needs and wishes	3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.