

Daldorch House School

School Care Accommodation Service

Sorn Road
Catrine
Mauchline
KA5 6NA

Telephone: 01290 551666

Type of inspection:
Unannounced

Completed on:
20 November 2020

Service provided by:
The National Autistic Society

Service provider number:
SP2004006215

Service no:
CS2003000781

About the service we inspected

Daldorch House is registered as a School Care Accommodation Service (SCAS) and is operated by the National Autistic Society (NAS). The service has been operating outwith its conditions of registration since the NAS ceased to provide education in July 2020. NAS has made an application to re-register former SCAS as a Housing Support Service with Care at Home. This application is currently being considered by the Care Inspectorate and in the meantime, no application has been received to cancel the SCAS registration.

The SCAS registration is for 27 children and young people aged between eight and 21 years and had temporary approval to support two service users aged 22 until 30 September 2020, due to their transitions elsewhere being delayed by COVID-19. At the time of this inspection there were 14 service users aged between 19 and 23 with six of them exceeding the current registered age-range.

Daldorch House is situated in a rural setting close to the village of Catrine in East Ayrshire. Accommodation comprises seven houses within the school campus and an additional three-bedded house situated in the nearby town of Mauchline.

The service was last inspected in September 2019. Subsequent inspections were postponed due to the COVID-19 pandemic, but we carried out some non-inspection scrutiny activity in May and June 2020, which was reported back to the provider in the form of a letter. This included telephone and e-mail feedback from parents, social workers and staff and the examination of a wide range of documentation submitted electronically by the service.

How we inspected the service

We looked at progress in relation to two requirements made following a visit to Daldorch House on 3 September 2020 to investigate a complaint received by the Care Inspectorate. Due to the need to observe strict COVID-19 protocols we limited our footfall within the service, confining our house visits to two houses and speaking only with the registered manager, their depute, a depute team leader and two support staff.

Taking the views of people using the service into account

We did not speak with service users on this occasion.

Taking carers' views into account

We did not speak to carers on this occasion.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

Young people should receive quality care and support in line with their agreed plans. In order to achieve this the provider must:

- a) ensure that there are sufficient staff with the right knowledge to carry out the support;
- b) review young people's activity plans and ensure that these activities take place; and
- c) ensure that quality assurance procedures are reviewed, improved and are effective in raising and maintaining quality. Responsibility and accountability for quality assurance must be clearly defined and agreed with the manager.

To be completed by: 15 October 2020.

This is to ensure care and support is consistent with Health and Social Care Standards, which states:

'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.' (HSCS 1.23); and

This is also in order to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, 2011 (SSI 2011/210).

This requirement was made on 9 September 2020.

Action taken on previous requirement

a) ensure there are sufficient staff with the right knowledge to carry out the support

The service currently had six full-time day-time vacancies and four full-time night staff vacancies. This included a planned increase in the number of permanent night workers and an additional night-depute team leader. We examined staffing rotas for October, November and December and could see that most shifts had been covered and that forward planning had improved with better use of the service's own employees to meet gaps, e.g. overtime and use of sessional employees, with less dependence on agency staff. The provider's neighbouring service operates a six-week staff rota and it was now proposed to replicate this at Daldorch. It was thought likely that this would reduce the time spent on preparing rotas.

Staff that we interviewed said that there was always cover now and morale appeared good among those staff that we met.

Overall, despite a very high vacancy level, improved cover of shifts had been maintained.

b) review young people's activity plans and ensure that these take place

Care plans were in a process of being reviewed and we looked at examples of these and saw that a very good standard had been achieved. Work to undertake needs assessments was being undertaken under the guidance of staff from the neighbouring adult support service, including input from their speech and language specialist. Some care plan reviews were still in progress, but all had been started and the person responsible for each review had been clearly identified.

We looked at arrangements for outings and activities and saw that activities like swimming, bike rides, walks, hairdressing appointments and visits to cafes were happening. 'Outings' sheets were used in each house to plan trips and took account of staffing needs and young people who could accompany one-another on outings.

Discussion of the format of these sheets confirmed that they are audited as part of the service's quality assurance system. There was some evidence still of under-provision of activities, partly due to COVID-19 and also attributed to the need to develop the former school premises to make them more suitable for young people's use. We were told that the service's business plan includes new funding to address this and ideas for future use included art and crafts, technology, music and a café.

Overall, we saw evidence of improved attention to coordinating activities and of greater autonomy for staff to organise and support outings. This had contributed to improved outcomes for young people, including a reduction in the number of recorded incidents.

The need for sufficient people approved to drive school vehicles sometimes still hindered the organisation of outings and, despite the progress we saw, continuing attention needs to be given to ensuring that all young people have access to regular meaningful activities.

c) ensure that quality assurance procedures are reviewed, improved and effective in raising and maintaining quality. Responsibility and accountability for quality assurance must be clearly defined and agreed with the manager

We saw evidence of improved attention to quality management. This included support for the registered manager and depute. The registered manager had overall responsibility for quality assurance and for the day-to-day management of the service.

The depute maintained clear records of quality audits which included activities, food, personal finance and medication audits. They were in each of the houses every day helping to ensure better links between senior managers and those providing day-to-day care and support. Other senior managers had been identified with responsibility for staff support and development across the whole of the NAS campus at Catrine.

Overall, we saw evidence of an improved management structure with more clearly defined roles and improved attention to quality assurance. This should help the continuing development of the service and clearer accountability for professional practice.

Our first requirement had been met, but continuing attention will need to be given to ensuring this progress is maintained and improved upon. In particular, more attention needs to be given to ways of improving staff retention in order to maintain consistency for the young people the service supports.

Continuing attention should also be given to ensuring more frequent opportunities for activities and outings and especially opportunities to participate in the activities of the wider community away from the Daldorch campus. This will need to include employing staff who are experienced drivers and confident enough to drive young people to activities.

Met - within timescales**Requirement 2**

Young people's care and support needs must be met to a high standard and in line with their care and support plans. In order to achieve this the provider must:

- a) ensure that there are sufficient staff with the right knowledge and dedicated time to carry out cleaning tasks;
- b) develop a more effective cleaning system that ensures that hygiene standards are maintained: and
- c) ensure that quality assurance procedures are reviewed, improved and are effective in raising and maintaining quality. Responsibility and accountability for quality assurance must be clearly defined and agreed with the manager.

To be completed by: 15 October 2020.

This is to ensure care and support is consistent with Health and Social Care Standards, which state:

'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment.' (HSCS 5.22); and

This is also in order to comply with Regulation 4 (1) (a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 9 September 2020.

Action taken on previous requirement

We looked at the cleanliness in two of the houses and observed that the hygiene was good although the kitchens appeared shabby. Staff on duty in each house (day and night) were now required to work through a task-list as other duties allow. Progress was discussed at daily staff handovers. Staff told us that this had led to a better understanding between day and night staff. Night and day staff relationships had also been improved by more 'cross-over' of staff between different shifts.

Overall, the houses appeared to be hygienic with less evidence than before of essential tasks being neglected. A house which had caused us particular concern during our last visit was out-of-use due to ongoing refurbishment so we were unable to evaluate progress there.

Due to the continuing COVID-19 pandemic, we looked at the service's COVID guidance and practice. There were good arrangements for visitors which included asking key COVID risk questions and temperature checks. Throughout the service single use surgical masks were being worn by staff and there were sufficient hygiene products at the entrance of each part of the service.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

Date	Type	Gradings
12 Dec 2019	Unannounced	Care and support Environment Staffing Management and leadership Not assessed Not assessed Not assessed Not assessed
28 Mar 2019	Unannounced	Care and support Environment Staffing Management and leadership Not assessed Not assessed Not assessed Not assessed
27 Sep 2018	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 4 - Good 4 - Good Not assessed

Date	Type	Gradings	
24 Jan 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
2 Aug 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
16 Mar 2017	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
20 Feb 2017	Re-grade	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed 2 - Weak
17 Jun 2016	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
19 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 3 - Adequate
20 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
16 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

Date	Type	Gradings
23 Jan 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
10 Oct 2013	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
3 Dec 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
16 May 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
8 Dec 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
14 Oct 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
5 Feb 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
30 Oct 2009	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good

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.