

## Calderstone Care Home Service

Drumbank House  
610 Old Dalkeith Road  
Edinburgh  
EH16 4SW

Telephone: 0131 445 7144

Type of inspection: Unannounced  
Inspection completed on: 13 April 2017

**Service provided by:**  
Spark of Genius (Training) Ltd

**Service provider number:**  
SP2006008009

**Care service number:**  
CS2014332161

## About the service

The service registered with the Care Inspectorate in 2015.

Calderstone is operated by Spark of Genius Limited. The service provides close support and care aimed to help vulnerable young people who for a variety of reasons are unable to reside with their families.

The service provides care to a maximum of four children and young people between the ages of ten and eighteen years (the maximum age gap between the youngest and oldest will be 6 years).

Calderstone has moved in the last year to a large house situated on the outskirts of the city of Edinburgh. The home has good transport links into the city and has access to local services by bus and car.

The overall aim for Spark of Genius is to provide care which:

- Helps a young person to make sense of and develop coping strategies to deal with past experiences.
- Provides young people with positive stimulating and enjoyable experiences.
- Helps young people (and wherever possible their families/networks) to plan towards and achieve a positive and successful future.

## What people told us

We met with four young people during the inspection but only two chose to provide comments on the service. The young people were largely positive about the service when we spoke with them and we noted positive comments from young people and families in documentary evidence accessed during the inspection.

## Self assessment

Self Assessment was up to date in 2016. No self assessment required in this inspection year.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	4 - Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

The service has cared for five young people in the last 12 months and we heard of good outcomes for all of them. Educational engagement and achievement was seen as a positive area of development for the majority of young people living there. We heard of specific improvements for young people: in relation to family relationships; a reduction in distressed behaviours; and improved safety. We also found good evidence of young people being respected and listened to. All young people were given good encouragement to be healthy and active.

We identified the following key strengths which contributed to these positive outcomes:

**Relationships between staff and young people** - improvements in turnover have had a positive impact on the consistency and predictability of care for the children and young people. This in turn has helped the development of closer relationships between staff and those they are caring for. It is within the context of these relationships where the best outcomes are achieved and progress is sustained.

**Listening to the young people** - this is a child focussed service and there is a concerted effort to involve young people and ensure that their views on the care they receive are respected. Care planning is done in partnership with children, their families where appropriate, and other professionals. The service has also made other improvements in the last year to hear what young people have to say: they hold regular residents meetings and have further developed the role of key staff. In addition to this the profile of independent advocacy has improved.

**Working as a team** - a significant improvement from the last inspection has been the development of a coherent staff team. We heard consistently from staff of the importance of support from colleagues and a respect for what each individual brings to the team. There is a range of knowledge and experience in the team. We observed that the staff group are focussed on improving outcomes for young people and there was evidence that young people felt safe, were respected and were encouraged to be active. We found that staff made this happen by being responsive and flexible.

## What the service could do better

We have noted that outcomes have been good and that improvements have been made but we were concerned about two aspects of the service. We would ask that the provider considers these findings and develop coherent plans for addressing the concerns.

**Reducing the level of violent behaviour and the use of physical restraint** - this is a significant challenge to the service. We found that there was little evidence of a reduction in violent incidents involving young people over the last year. We were concerned that analysis of incidents where restraint is used is not fully developed to ensure that learning from these situations is maximised. As such the clearly articulated commitment to reducing violence and the use of physical intervention was not underpinned by a clear plan of action. We will look at this issue again at the next inspection and would expect to see an improvement. **Recommendation 1**

**Key supports for staff** - we heard inconsistent feedback from staff on the value of key elements of support, including supervision, access to training and team meetings. This was supported by documentary evidence which suggested that: supervision was not as regular as agreed; team meetings were difficult for some to attend on days off; and training was not accessible to all. In relation to training we found that core mandatory training was well delivered but important training on key models of working was not being delivered. In addition

to this the involvement of staff in service review and improvement is currently under developed. We heard of plans for taking this forward and will look at this at the next inspection. We would suggest that improving the whole staff group experience of support is key for staff retention and sustaining the improvements highlighted above in relation to the work of the team. **Recommendation 2**

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 2

1. To promote the safety and well being of all children and young people living in the service the provider should develop a plan which aims to reduce violent incidents and the use of physical restraint.

**National Care Standards - Standard 6 - Feeling Safe and Secure**

2. To ensure that children and young people receive high quality nurturing care from well supported staff the provider should ensure that key policies on staff support and service development are fully implemented.

**National Care Standards - Standard 7 - Management and Staffing**

## Complaints

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

Inspection and grading history

Date	Type	Gradings	
3 May 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
29 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.