

Netherton

School Care Accommodation Service

Netherton
Ochiltree
Cumnock
KA18 2PU

Telephone: 01290 702881

Type of inspection: Unannounced
Inspection completed on: 12 September 2017

Service provided by:
Spark of Genius (Training) Ltd

Service provider number:
SP2006008009

Care service number:
CS2007164226

About the service

Netherton is registered to provide school care accommodation. The service can care for 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.

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 met six young people and spoke in private with three.

The young people were generally very positive in their descriptions of the service and staff. One young person was very positive in describing the support they had received from staff. This young person described how their outcomes could have been very different and very negative had it not been for the support of the staff and service.

Young people told us of the care and support that staff offered at times of crisis and that staff acted appropriately and sensitively at these times.

All young people we spoke with reported feeling safe within the service and, although preferring they were home, were happy to be residing there.

We spoke with social workers to the young people and they reported positive support by the staff of the service.

Staff were described as very efficient at keeping social work up to date with the needs of young people. Social workers also described the very good outcomes that young people were achieving in terms of health, education and the progress toward independence.

Self assessment

No self assessment was requested by the Care inspectorate for this inspection year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We found that the service was providing a very good level of care and support to young people.

Care plans evidenced very well thought out aims; set to the GIRFEC well-being indicators.

An example of this was the plan to assist a young person with particular needs achieve the aim of getting fitter and improving their health. This outcome was being realised through the support of staff to access local exercise classes. These plans were informed by detailed risk assessments and there were comprehensive strategies in place to maintain the safety of the young people.

Significant efforts had been made by staff to maintain positive relationships between young people and their families/ people important to them. Staff ensured family contact was facilitated - where appropriate - thus nurturing these important relationships.

Young people's access to independent advocacy was being facilitated and promoted and the young people's views were subsequently gathered, respected and valued.

The staff had developed very positive relationships with young people and through these were promoting engagement in aspects of the care plans; such as achieving in education and in progressing to independence. Some young people who had disengaged from mainstream education were subsequently attending further education courses whilst others were progressing an independent living plan.

These positive young people /staff relationships were also having positive impact on the behaviour of the young people with the incidence of challenging behaviour decreasing. Young people gave strong, positive descriptions of staff supporting them during times of emotional upset and crisis using sensitive and caring approaches. We further heard from staff and read in team meeting minutes of the consultancy sessions with external professionals in developing this knowledge and these approaches.

The staff had been allocated particular areas of the service for which they took responsibility in quality assuring.

We found strong evidence of a committed staff group accessing specific training and developing knowledge relating to the particular health conditions of the young people; however we have commented on this aspect of the service in the following section.

What the service could do better

We found that there were some actions repeatedly showing in the services quality assurance systems as requiring action. This had been identified during an independent quality assurance review and actions identified to address this. We will review this matter at the following inspection.

During the feedback session with the manager and external manager we also discussed care plan target recording and identified that there appeared to be some confusion over outcomes. This was generally recognised and the external manager and manager were working with the staff group to improve upon their understanding of this aspect of recording.

Although there was a comprehensive suite of training available to staff we found that some training gaps existed. These appeared to relate particularly to refresh training in subjects such as safe holding and child protection.

The greater majority of staff had completed this training and this matter had been identified by the service quality assurance process; however the manager should continue to ensure all training needs are met within specified time frames. We will review this matter during the next inspection.

Despite the staff team consisting of a committed group there appeared to be areas for improvement in relation to the staff dynamics and relationships. There was no subsequent identifiable detrimental impact on the service delivery of care and support to young people; however there was the potential for this to occur. We discussed this issue with the manager and external manager and learned that through analysis of the recently completed staff evaluation questionnaire the manager and external manager hoped to identify areas to improve upon during further staff development days. We will review this during the following inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings
19 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
22 Oct 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
18 Mar 2015	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
15 Sep 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Feb 2014	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
16 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 May 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
12 Jan 2012	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
27 Jul 2011	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
29 Sep 2010	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 4 - Good
27 Apr 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
18 Jan 2010	Re-grade	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
13 Jan 2010	Re-grade	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
28 Aug 2009	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 2 - Weak Not assessed

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