

Foxhill Cottage School Care Accommodation Service

Stair
Mauchline
KA5 5HW

Telephone: 01292 591198

Type of inspection: Unannounced
Inspection completed on: 14 December 2017

Service provided by:
Spark of Genius (Training) Ltd

Service provider number:
SP2006008009

Care service number:
CS2008169073

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Foxhill Cottage is registered for school care accommodation. The service is registered to care for a maximum of five young people aged between 10 and 18 years of age. The nearby Chestnut Cottage provides accommodation for a further one young person.

The service is provided by Spark of Genius (Training) Ltd and operates a 24 hour service 52 weeks of the year. There is a full-time manager, assistant manager to manage the service with a dedicated team of child care residential workers and two senior practitioners.

Foxhill Cottage is a detached property in an attractive rural setting in Ayrshire.

The service provides the residential living accommodation for the young people while their educational needs are met through attendance at learning centres, also provided by Spark of Genius, or at other educational provision, whichever is identified in care plans.

At the time of the inspection, there were five young people living in Foxhill Cottage and a young person living in Chestnut Cottage.

What people told us

We spoke with four young people. All young people told us they were happy living in Foxhill Cottage and felt safe. We were told about activities which they enjoyed and that staff members made sure they had plenty to do during free time. All young people told us that they had the opportunity to spend time with key workers and this gave them the opportunity to talk about matters important to them and anything which was worrying them. Young people told us that the food was good and they had a choice in the menu. The young people meetings were regarded as an opportunity to give their views about Foxhill Cottage and we were told that suggestions were listened to and acted upon by staff.

Two young people told us that the summer had been a difficult time due to behaviours exhibited and although staff had tried hard to prevent this from effecting everyone living in Foxhill it was still unpleasant to live with.

Self assessment

The Care Inspectorate did not request a self-assessment for this inspection year. The manager provided a service development plan and action plans which we were able to consult as part of the inspection process.

From this inspection we graded this service as:

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

What the service does well

The care plans for young people were structured using GIRFEC (Getting It Right For Every Child) wellbeing indicators and action plans were in place. We found good strengths in place to indicate needs were being met and good outcomes were being achieved. The 'All About Me' section of care plans we sampled were impressive in the level of detail of the preferences and personality of young people and supported personalised care.

All young people had an individualised Risk Assessment and Management Plan (RAMP) which was updated as risks reduced or new concerns came to light. We found examples of very good practice in relation to supporting young people develop their understanding and skills in making positive, respectful relationships and also in raising awareness of child sexual exploitation and ways to keep themselves safe.

Health and well-being was prioritised and effective partnership working meant that young people were receiving the health care they needed. An emphasis was placed on good nutrition and we found children and young people were provided with well-balanced meals. Mealtimes were a relaxed and social occasion and we could see that some young people were responding to staff encouragement to have a more varied diet. The healthy living approach to diet was complimented by the active lifestyle which was widely promoted at Foxhill. We could see young people were benefiting both socially and physically as a result of recreational sport.

Education was valued and promoted and all young people had school placements. There were strong links between school and the staff members to support good outcomes and to help young people overcome barriers to attendance. The range of books, toys and games within the house which were used routinely reflected an educationally rich environment.

We observed the relationships between the young person and staff to be warm and respectful and there was a welcoming and happy atmosphere in the house. Staff supported contact with family members and friendships in recognition of the significance of these relationships. This was valued by young people.

We found respectful and inclusive practices in decision-making with the young people. This included in day-to-day decisions within Foxhill within young people meetings and in supporting participation in formal care review forums. Independent advocacy was provided by a representative from 'Who Cares? Scotland' who visited the cottage. The organisation embraced the involvement of young people which included the opportunity to be involved in the recruitment process of new staff and attend 'Spark Parliament', a forum in which young people shared their views with senior management and contributed to organisational development.

The staff team had seen changes since the last inspection with almost half the team new to the service. The strong and supportive leadership of the management team had minimised the impact on outcomes for young people.

Team meetings were used as a forum to discuss the progress of children, plan ahead and reflect on practice. Staff received regular formal supervision and spoke highly of the support and guidance from management and the more experienced practitioners.

All staff members were registered with the Scottish Social Services Council and arrangements were in place for staff with training conditions on their registration to meet these within agreed timescales.

What the service could do better

We considered the use of care plans could be improved by goals and outcomes recorded for all identified needs using SMART principles and that updates should include areas of unmet need.

We also considered that the engagement of young people in action plans and in risk management plans could impact positively on outcomes. We were told at the inspection feedback that this was an area of focus at the last team development day and would remain a focus for the service.

There was an inconsistency in the quality of RAMPs some of which did not contain enough detail of the strategies to use to reduce or eliminate risk. We did not feel they always reflected the good work being undertaken for one young person and the need to provide more opportunities for independence for another young person. The management and external manager had identified this as a development need and plans were in place to review plans with relevant parties.

We did not consider the Individual 'Crisis Management Plans' provided enough detail of de-escalation techniques to be used. We reviewed 'safe hold' documentation and in three queried the need for physical intervention based on the recorded information provided. We accepted the verbal account provided, but considered the recording of the events inadequate. We also considered this should have been highlighted as part of management monitoring.

For one young person we considered one aspect of the behaviour management strategy required additional consent to meet with legal requirements and best practice. We have advised that management and the staff should familiarise themselves with; 'Rights, risks and limits to freedom', Mental Welfare Commission (2006) and Holding Safely, The Scottish Institute for Residential Care (2005) and the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Regulation 4 (1) (b) Welfare of users, privacy and dignity and 4 (1) (c) restraint. (See recommendation 1).

Although we could see improvements to the use of key time as a purposeful, planned and focused time we could also see this continued to be an area for development for some of the less experienced staff. We also asked the manager to provide quality monitoring of key time content and recordings. We were told this would be taken forward.

There was a need for a comprehensive training plan to be put in place and kept up-to-date to ensure all newer staff complete all training required and also to ensure those who require completing SVQ awards are able to do so within SSSC timescales. This will likely require support from the provider in terms of releasing staff to attend training. (See recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service policy and procedure when agreeing a behaviour management plan involving physical restraint should reflect best guidance and legal requirements.

National Care Standards for school care accommodation services - Standard 3: Care and protection.

2. A comprehensive training plan should be out in place and supported by the provider.

National Care Standards for school care accommodation services - Standard 7: Management and staffing.

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
21 Dec 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
11 Jan 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
3 Feb 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
22 Aug 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
18 Feb 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
29 May 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
20 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
30 Jul 2012	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
19 Oct 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
15 Apr 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
10 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good Not assessed
17 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
3 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good Not assessed
2 Oct 2009	Re-grade	Care and support Environment Staffing	Not assessed Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
17 Aug 2009	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 2 - Weak Not assessed
15 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
17 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 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.