

# Old Mill

## School Care Accommodation Service

Branshogle  
Balfron  
Glasgow  
G63 0LQ

Telephone: 01360 449009

Type of inspection: Unannounced  
Inspection completed on: 29 November 2016

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

**Service provider number:**  
SP2006008009

**Care service number:**  
CS2009232535

## About the service

Old Mill provides a registered school care accommodation service for young people who are attending school away from their home area. It is provided and supported by the Spark of Genius company.

Old Mill provides very good quality residential care and support to young people.

The service is in a quiet countryside location yet within reach of Glasgow.

The service is registered to care for up to five young people. Four young people were resident at inspection with a further young person admitted on an emergency basis.

## What people told us

We spoke with two young people at inspection and received five completed Care Standards Questionnaires.

In response to the statement 'Overall, I am happy with the quality of care I get here', all five respondents "Agreed". This view was shared by the young people we spoke with.

In response to the statement 'Staff treat me fairly and with respect', four young people "Agreed" and one young person "Strongly Agreed". This positive view of staffing was shared by the young people we spoke with.

In response to the statement 'I feel protected from bullying', three young people "Agreed" and two young people "Strongly Agreed". The young people we spoke with said that they felt safe in Old Mill.

Comments included:

"I get on well with all the staff".

"I feel safe here".

"I like it most of the time".

"I feel safe here and can speak to the staff about anything".

"I feel I belong here".

"(key worker) is good - I can talk to her".

"Staff are alright most of the time".

"I can speak to (member of staff) and (member of night staff)".

"Everybody loves the cook and his cooking".

"I want to go home, so I don't like it much".

We spoke with four parents/carers by telephone. Their views of the service were very positive, with staffing and effective communication being cited as key factors.

Comments included:

"The staff are really nice and polite".

"(young person) is doing really well".

"I am very happy with the service".

"Communication has been good".

"Staff have been alright - I have had no problems".

"Communication has been very good".

"The staff are lovely - I couldn't praise them highly enough".

"(young person) has improved a lot - he is happy there".

"The staff are good people".

"Communication has been really good".

We received e-mail responses from two placing social workers. They viewed the service as very positive and cited communication and staffing as key factors.

Comments included:

"Excellent service".

"Staff very quickly built a positive relationship, with this young person - made significant efforts to make her feel welcome and integrate her in the group living environment".

"The young person speaks fondly of the staff and management and the writer has had no issues nor concerns".

"Old Mill staff are always very responsive and respectful of the YP's thoughts, views and wishes".

"Communication is of an excellent standard".

"Old Mill have provided a safe and secure living environment where her physical, social and emotional needs are being met".

"Car parking facilities are extremely poor, and a real health and safety issue for visitors".

"I cannot fault the care they afford to the young person - staff are very attuned to his individual needs".

"Communication has been very good".

"Parking is not great".

"(staff and management) fantastic - I have never experienced any issues".

"(the main benefit is) the therapeutic and nurturing support he gets from staff".

## Self assessment

The service provided us with a detailed self assessment. They identified areas of good practice and areas for development.

## 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

At this inspection we looked at the Quality Themes of "Care and Support" and "Staffing".

We found that Old Mill provided very good quality residential care and support to young people.

Outcomes were positive for the young people and we saw that the service was very good at supporting young people's schooling and training. At inspection, two young people were attending mainstream school and two were attending "Sky Point", an educational resource operated by Spark of Genius.

The service had a Participation Policy in place which made it clear that views, concerns and suggestions were welcomed.

Young people were supported to attend formal care reviews with some young people contributing a 'Having Your Say' written report. It was evident in speaking with young people, that staff listened to their views about future plans and advocated on their behalf.

Young people were involved in planning their week ahead, including activities and the menu.

A young people's meeting took two weekly, although both the young people we spoke with preferred to raise issues directly with staff and managers. New bikes and a new TV had been progressed through this meeting. We saw that the service had a "You Said-We Did" folder that detailed how issues were progressed.

Young people knew how to contact Who Cares? Scotland, a young people's advocacy service. This meant that they could get assistance if they wished to raise an issue. The Who Cares? Scotland worker was a regular visitor to the service.

Spark of Genius provided an opportunity for young people throughout its services to meet with senior management on an eight-weekly basis. This 'Parliament' allowed issues to be raised and progressed. One young person from Old Mill had attended the recent meetings.

Very good support planning and risk assessment arrangements were in place. Support plans and risk assessments were updated regularly. We saw that support plans used the SHANARRI (safe, healthy, achieving, nurtured, active, responsible, respected and included) wellbeing indicators. This allowed young people to use key time to work with staff to set achievable targets.

We saw that emergency admissions were managed well.

All young people were registered with a local GP, dentist and, if applicable, optician.

Medication was stored appropriately and administration records were in order.

We saw that young people could be referred to Child and Adolescent Mental Health Services (CAMHS) if necessary.

Spark of Genius had its own psychologist who was consulted regarding support planning and practice.

We saw that the service worked hard to ensure that young people met with, and stayed in touch with, their families as appropriate.

We saw that due regard was given to healthy eating. Young people, in conjunction with staff and the cook, planned the menu and if they chose, were involved in the grocery shopping and cooking. The cook worked hard to provide a healthy diet, balanced with young people's likes and dislikes. Young people were very happy with the quality and variety of meals. They held the cook in high regard and enjoyed very good relationships with him.

The service had received a "Healthy Living Award".

Young people told us of their opportunities to be involved in sport and leisure activities including horse riding, football, army cadets, snowboarding, kickboxing, bowling, swimming, cycling and go-karting.

We found the service to be well-managed and staffed. The manager had been in post for just over a year and his leadership and management style were welcomed by the staff we spoke with. We formed a view of a motivated, skilled and knowledgeable staff team.

Relationships between young people and staff were very good.

Staff had access to a range of training and development opportunities including autism awareness, sexually harmful behaviour, self harm and attachment theory. This meant that they were well prepared to meet the needs of young people.

All staff received child protection training on an annual basis.

Likewise, all staff were trained in Therapeutic Crisis Intervention (TCI), a de-escalation and physical intervention framework. We saw that very good debriefing arrangements were in place for young people and staff following incidents. Incidents were very few and managed well.

All staff were trained in basic first aid and food hygiene.

Two staff team Development Days had been held in the last year. These had been experienced as positive by the staff.

We were advised of recruitment arrangements that ensured all relevant checks were carried out prior to appointment. Young people, if they wished, were routinely involved in drawing up questions for staff selection.

A robust induction and mandatory training programme was in place.

All staff were registered with the Scottish Social Services Council (SSSC). A minority were conditionally registered on the basis of achieving required qualifications.

We saw very good forward planning as regards staff cover over the Xmas and New Year period.

We saw that SSSC Codes of Practice and National Care Standards were available to staff for reference. Staff we spoke with evidenced good knowledge of both.

Staff told us that they felt supported in their work and that morale was very good. This was supported by a very good supervision and staff meeting model.

In the 2016/17 inspecting year the Care Inspectorate is scoping child sexual exploitation (CSE) practice in children and young people's services. This is part of our contribution to 'Scotland's National Action Plan to tackle Child Sexual Exploitation' and focusses on frameworks of CSE practice, staff understanding and care planning outcomes.

We saw that Spark of Genius had included a statement on CSE within its updated Child Protection Policy. We found the staff to be knowledgeable regarding child protection and safe care generally.

## What the service could do better

Staff should receive training/input on CSE. **(See recommendation 1)**

Parking arrangements remained poor and potentially dangerous. The provider had been in ongoing dialogue with the landlord, with a view to creating a more appropriate parking area that would negate the need to reverse on to the main road. Planning was being sought at inspection. **(See recommendation 2)**

Two young people were unclear as to the content of their support plans. **(See recommendation 3)**

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

1. Staff should receive training/input on CSE.

**National Care Standards School Care Accommodation Services - Standard 3: Care and Protection.**

2. A resolution to the car parking problem should be finalised.

**National Care Standards School Care Accommodation Services – Standard 5: Comfort, Safety and Security.**

3. Each young person should be helped to understand the content of their support plan.

**National Care Standards School Care Accommodation Services – Standard 6: Support Arrangements (for those schools which provide specialist education and care)**

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
21 Oct 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
9 Feb 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
11 Aug 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
21 Mar 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
26 Jul 2013	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good
21 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 5 - Very good 5 - Very good Not assessed
26 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
15 Dec 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
5 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good



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