

Riverside House

School Care Accommodation Service

1 Bridgend
Newmilns
KA16 9BU

Telephone: 01560 323436

Type of inspection: Unannounced
Inspection completed on: 25 January 2017

Service provided by:
Spark of Genius (Training) Ltd

Service provider number:
SP2006008009

Care service number:
CS2005093148

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

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

Riverside House is registered for school care accommodation. The service is registered to care for a maximum of seven young people aged between ten years and eighteen years at Riverside House. At the time of this inspection, four young people were using the service.

The service is provided by Spark of Genius (Training) Ltd. (Spark of Genius) and operates a 24 hour service 52 weeks of the year. Riverside House is located in the town of Newmilns in East 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.

The following is part of a statement by the managing director of Spark of Genius on the Spark of Genius website:

'Spark of Genius wants to make life changing experiences available for all our children and young people, through the care we provide, the education and community support we offer, and the continuing relationship we have with our young people, their families and carers'.

What people told us

We spoke with four young people. All were positive about the care they were receiving from the staff team.

Comments included;

"I don't know where I would be without them they have really changed my life, I have loved living here."

"Staff are nice they take me out and help me."

"Everyone helps me keep in touch with my (relative) and that has really helped."

"The school is good, I like it the teachers are really good and I'm doing much better at school work now."

"Things have got better for me but I still miss being home."

"Food is excellent (Chef) is brilliant he always asks your ideas and lets you help him cook and I really like that."

"We get asked things, like how we want our room done and if we want to go out its good to get to say what you want."

"I feel much better and safer since living here and my relationship with my (relative) has really improved as it wasn't great before."

One young person thought he should have more contact with his social worker.

We spoke with the relatives of two young people who were very happy with the support being provided. Both expressed strongly about the commitment of staff and the positive acceptance of the staff team towards their child. This was important to these relatives who regarded that their child had previously experienced rejection from other services.

Comments included:

"They are absolutely brilliant, everyone else had given up but they keep going, now (my child) feels secure and wanted."

"The staff have done wonders already (My child) looks so much healthier and much happier."

We received two emails from placing social workers and had a phone discussion with a third placing social worker. All were very positive about the support provided and the good outcomes for the young people.

Comments included;

"Since living in Riverside (the young person) life has transformed and this is due to the level of care and support that they received. (Young person) has now stopped consuming alcohol and no longer smokes, is in full time education and attendance is good. (Young person) is no longer at risk within the community."

Staff at Riverside have invested in (young person), and this has resulted in positive outcomes for (young person) and development. (Young person) has good relationships with staff and feels that they can approach any member of staff for support when required."

"Staff are really great, so measured and calm. The manager is fantastic and the whole team are so positive and nurturing. (Young person) was in a bad way prior to admission, health was not good but has made significant improvements in short space of time. I can't praise them enough."

Self assessment

The manager provided a self assessment which identified strengths and areas for improvement. This was used to help inform 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	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

The service had child-friendly support plans which gave a good insight into the preferences and needs of individual young people. Young people confirmed with us that staff knew them well and that they received good support.

We found that the safety of young people was prioritised and well managed. Detailed risk assessments and management plans were in place which promoted a consistent approach by staff and reduced risk for young people. We found young people had significantly reduced absconding, substance misuse and offending behaviour since coming to live in Riverside. Young people were encouraged to talk through feelings of anger, frustration and anxiety and as a result, the need for safe holds was reduced as young people learned to recognise and verbalise emotions.

Staff members were proactive in ensuring young people's health needs were attended too. This was of particular importance as commonly young people had a history of interrupted health care. Very good links were in place with primary health care providers. Staff recognised when young people were in need of mental health services and worked with placing social workers to ensure these services were accessed. Healthy eating was promoted and all young people spoke highly of the quality of the food and the helpfulness of the chef in making meals to suit individual tastes. We found significant improvements to health included weight gain for a young person who had been significantly underweight and for another young person, improved mental wellbeing as a result of successfully overcoming an alcohol reliance.

We could see impressive changes in educational outcomes for young people. This included full attendance for children who had previously had long absences from school and improved educational achievements. Some young people went to the Caledonian School provided by Spark of Genius and others to mainstream. We found staff were committed to good educational outcomes and supported young people to overcome barriers to attending school and rewarded and praised good attendance and efforts made.

We observed the relationship between staff and young people as being warm and affectionate. Young people spoke highly of the staff and the team was described by one young person as 'fantastic and really caring'. A young person's relative considered the accepting and nurturing environment promoted by staff and management was instrumental in the good progress made by her child.

We could see that young people were encouraged to be active and develop interests. Some of the many examples included going to the skate park, attending the gym, dance classes, using the Spark of Genius equine facility and playing football. The holidays with staff had helped form positive bonds and gave the young people the opportunity for positive new experiences.

We found that the need to be respectful was embedded in the ethos of Riverside House. We could see this in the way that staff advocated for young people regarding their care plans, particularly when their view differed from the adults around them. We also found young people's views about staff recruitment, house decoration and communal living issues were taken into account. Staff told us that management valued their views and open and honest communication was welcomed in Riverside.

We found very good systems in place to support staff included regular supervision, team meeting and effective systems of communication. Staff told us training opportunities were good and that specific training and reading material was available to support meeting the needs of individual children. Recent training input on challenging behaviour and safe holds had been well received by staff and had influenced practice in relation to crisis management.

The service had a development plan which was progressing well. We could see that the development of the team was being supported by regular development sessions and that staff were involved in this process. We also found that any matters of dissatisfaction were promptly investigated by management.

The Care Inspectorate is scoping Child Sexual Exploitation (CSE) Practice in Children and Young People's Services for the Inspection Year 2016/2017.

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.

The service provider had guidance in relation to CSE within the child protection policy and the staff we spoke with had an understanding of some of the indicators of CSE.

What the service could do better

We found one young person had not had a LAAC (Looked After and Accommodated Child) review within statutory timescales and had not received a health check by a LAAC nurse. We could see the efforts made by the staff and management to secure arrangements with the placing social worker and as this was unsuccessful. This was now being taken forward by senior management with the placing local authority.

We considered the in-house case file audits could be improved in terms of accuracy and also strengthened linking to the quality of outcomes. We discussed this in the feedback to the inspection and the management agreed to take this forward.

We considered that further dedicated training on CSE would be beneficial for the staff team. (See recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Dedicated training on CSE should be provided to the staff team.

National Care Standards for school care accommodation services - standard 7: management and training.

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	
31 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
8 Oct 2014	Re-grade	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
17 Feb 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 May 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Jan 2013	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Oct 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	2 - Weak
27 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 2 - Weak Not assessed
8 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
29 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good Not assessed Not assessed
6 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
25 May 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
9 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
2 Oct 2009	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good Not assessed
17 Aug 2009	Re-grade	Care and support Environment Staffing	Not assessed Not assessed 2 - Weak

Date	Type	Gradings	
		Management and leadership	Not assessed
3 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
14 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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