

Care service inspection report

Full inspection

Riverside House School Care Accommodation Service

1 Bridgend
Newmilns



HAPPY TO TRANSLATE

Service provided by: Spark of Genius (Training) Ltd

Service provider number: SP2006008009

Care service number: CS2005093148

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	5	Very Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

The staff at the service have good and influential relationships with young people based on respect and understanding. Young people received care which is nurturing and promotes good outcomes. The service is well managed and there is a good ethos of respect and support.

What the service could do better

The service should continue to improve the physical environment.

What the service has done since the last inspection

The service has continued to develop support planning and risk management. There have been improvements to the environment. Staff supervision is now consistent and well planned.

Conclusion

Riverside House provide a very good standard of care and support to children and young people in need of residential care.

1 About the service we inspected

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, seven young people were using the service. Six of these were permanent residents and one on respite.

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'.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 5 - Very Good

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This unannounced inspection was carried out on the 30 and 31 March 2016. We made two visits between 11am and 7pm on the first day and 12:30pm to 5pm on the second day. During the course of the inspection we spoke with three young people, five residential workers, a senior residential worker, the chef, assistant manager and the manager.

The service provided an annual return and a self-assessment. We also received five completed young person questionnaires and eight staff questionnaires.

During the inspection we looked at the environment and reviewed additional relevant documents some of which included:

- The support plans for three young people
- Incident recordings
- Young people meeting minutes
- Team meeting minutes
- Staff training records
- Satisfaction questionnaires
- Audit and quality monitoring reports
- Maintenance records
- Participation folder.

Feedback on inspection findings was provided to the manager, external service manager and quality improvement officer on 31 March 2016.

We considered all of the above and have completed this report based on our findings.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The manager provided a meaningful self-assessment which included the views of staff.

Taking the views of people using the care service into account

We spoke with three young people and considered the views expressed in five questionnaires.

Young people told us they enjoyed living in Riverside House and were of the view their situation had improved since living there. We were told that staff consulted them regarding matters about group living and gave an account of the plans made. We were told that staff helped them with their health and making good choices. One young person told us he had a better understanding of why he got upset and he was working on this. We were also told that staff helped when it came to making decisions about future plans and that their views were listened to. One young person told us that name calling by another young person had been a problem for him, but that staff had addressed this.

Taking carers' views into account

We did not speak with any relatives or carers during this inspection.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service."

Service strengths

We found the service performance to be very good for this quality statement.

Staff members used a range of tools and skills to engage with young people and gather their views. This included working with young people to complete "all about me booklets" in which young people gave information about their personal preferences, hopes and dreams and how best to support them when stressed and unhappy". Young people told us that staff knew and understood them and this made them feel safe and cared for. We observed good positive interactions and it was clear when speaking with staff that they knew the young people well.

Young people were supported to attend reviews and give their views about their future. Advocacy services were used to strengthen the voice of young people and we found this had positively impacted on changes made to future plans. One example included a young person remaining in the service when the plan had been for a return to a placing local authority service. This meant relationships which were established and good progress made was not disrupted.

The service made good use of suggestion forms and we could see that young people had been instrumental in deciding activities, furniture selection and contributing to future renovation plans.

Young people met as a group and discussed group issues, such as home decoration, house rules, peer interaction and menus. We could see that staff worked hard with young people to gather views which required group agreement and were flexible in the timing of house meetings understanding the other commitments of young people.

The practice of involving young people in staff recruitment was embedded within Spark of Genius and we found that young people in Riverside House routinely took the opportunity to be involved in the selection of new staff. Young people also participated in the 'Spark Parliament' which was a forum which gave young people the opportunity to raise common issues with senior management within the company. We saw that this empowered young people to contribute to the continued development of the organisation as a whole.

Areas for improvement

The service was looking at alternative ways to gather the views of parents to facilitate inclusion to the service development plan.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

Service strengths

We found the service performance to be very good for this quality statement.

All young people had personal support plans which were structured around the GIRFEC (Getting it right for every child) wellbeing indicators of Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible and Included. This meant a holistic approach was taken to looking at the young person's needs. Action plans were in place with target goals to help and support young people attain their potential.

We found that young people were making very good progress, such as reduced vulnerability in the community, improved ability to manage stress and anxiety, reduced offending behaviours and substance misuse.

We found the staff team were proactive in seeking to improve the health of young people. This included, good links with primary health care providers and accessing mental health services. As a result, young people were receiving attention to outstanding health care needs, such as dental treatment, completion of immunisation programmes and attend to eye care. Healthy eating was promoted and we found that a high standard of meals were served on the days of inspection, which were enjoyed and appreciated by young people. The chef made time for the young people and was committed to both helping young people learn about the importance of good nutrition and in learning about meal preparation.

There were good links with schools and we found that young people were well supported and good outcomes included, improved school attendance and educational achievement. Alternative provision was sought for young people who did not manage traditional education and included, work and college placements and vocational training. We found young people had aspirations to achieve in the short-term and into the future.

Hobbies and interests were promoted and we found a good variety which reflected the interests of young people. This included karate, football training, working out at the gym and swimming. As a result, some young people had made friends locally and were integrated into the community.

Good routines were in place for young people to support daily activities. This meant young people were rested for the day ahead, be it for school or college placements and enjoyed their relaxation time.

Incentives were used to help young people achieve goals, such as being home on time and getting up in time for school. This worked well and we could see that young people were motivated to work within the parameters of their support plan.

Good transitions planning were in place to promote skills in independence. This included, some young people cooking their own meals, managing small budgets and for others being encouraged to do their own laundry and contribute to household chores. Young people who moved on to independent living were encouraged to visit and this gave a sense of security at a time when many young people felt vulnerable.

We found staff were sensitive to loss and bereavement and also understood the anxieties faced by young people living away from family. Young people were fully supported to maintain contact with family and the staff supported young people well during transitions between home contact and returning to the service and when moving home.

There were very good links with the community and was a greatly improved situation and promoted good citizenship among young people. Examples had included, carol singing at a local older person's home, donating to charity shops and hosting a coffee morning.

Areas for improvement

We discussed the ways in which the support action plans could be developed to include some additional work being undertaken by young people, for example one young person was being helped manage frustration better and this was not

recorded as a current goal. We also discussed using a child-friendly assessment tool to inform and agree the areas for priority with young people. We were told the aspects highlighted would be explored further.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the environment within the service."

Service strengths

Refer to quality theme 1, statement 1.

Areas for improvement

Refer to quality theme 1, statement 1.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

“We make sure that the environment is safe and service users are protected.”

Service strengths

At this inspection we found that the performance of the service was very good for this statement.

Staff members ensured that all visitors to the house signed the visitors book and show identification if appropriate.

The house was spacious with attractively furnished communal areas and was clean and tidy. Each young person had their own individual bedroom and access to nearby bathrooms. There was an ongoing redecoration plan in place and the lounge and bathrooms had recently been upgraded.

The atmosphere on the day of inspection was relaxed and welcoming. Staff and young people were observed by the inspector to have positive relationships. Young people spoke positively about living in Riverside House.

Young people were helped to maintain a clean and safe environment and were supported to keep their bedrooms tidy and clean.

The service kept a record of daily environment checks and cleaning schedules. We found that good arrangements were in place with the maintenance team and overall, the condition of the house was good.

Arrangements were in place to ensure the house was safe and we found the service compliant with statutory checks, such as environmental food safety checks, PAT testing, gas safety checks. We were impressed that the service had made such an improvement in the environmental food safety that they were now seeking to progress this further and gain healthy living accreditation. The chef had excellent safety standards in the kitchen which included, disposing safely of old knives and ensuring current knives were checked and accounted for daily and stored securely.

Staff members undertake Therapeutic Crisis Intervention (TCI) training to develop skills in intervention techniques to use in managing behaviour. We found staff interventions were proactive in preventing the escalation of challenging behaviour and that incidents which involved the use of safe holds was closely monitored by management.

Risk assessment and management plans were in place and these were extremely detailed and specific to individual young people. We found good outcomes for young people who had entered the service with behaviours which made them vulnerable. This included, a reduction in absconding, offending and substance misuse.

Training had commenced for staff on child sexual exploitation (CSE) and it was anticipated that this strengthened support plans for young people who had been the victim of CSE or thought to be a risk.

Young people were encouraged to contact staff at any time if they felt unsafe in the community and were issued with mobile phones. We found that when young people had requested assistance this was given promptly. Staff members followed Spark of Genius procedures when young people failed to return to the placement. This involved notifying parents and the police. We found the instances of failure to return had reduced as a result of helping young people better manage independence.

The service had 'substance misuse' procedures which made clear the action to be taken in the event of a young person returning to the service under the influence of drugs and/or alcohol to ensure well-being. Staff had followed these procedures as appropriate when needed, such as monitoring the young person or seeking advice from NHS 24 local accident and emergency department.

Staff members were trained in child protection and were aware of the procedures to follow in the event of a young person being at risk of danger and when to report allegations of abuse. Staff members were also clear about the whistleblowing procedures and the importance of reporting concerns.

There was an on call system in place for staff to contact management in an emergency and the staff who spoke with the inspector told us they felt fully supported in times of crisis.

The service also held contact details for emergency services, such as NHS 24, Police and Fire Service. There were evacuation procedures, including a ready available holdall containing important information and contact details for each child.

Areas for improvement

One of the bedrooms was not in a good condition and we were told improvements were being postponed to promote the engagement of the young person in planned improvements. However, we considered that the room was not of standard and should be addressed as soon as possible. We were told this would be given priority. We also discussed the role of staff in minor maintenance tasks and were told that this was being explored across the organisation.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of staffing in the service."

Service strengths

Refer to quality theme 1, statement 1.

Areas for improvement

Refer to quality theme 1, statement 1.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service strengths

We found the service performance was very good for this quality statement.

We spoke with the staff team following a team meeting and found them to be highly motivated practitioners who had a good insight and understood the needs of the young people.

Staff told us they were well supported by management and the team morale was good.

We could see that training was well organised and made available to staff. This included, both in-house and external training. Recent training included safe talk, suicide awareness, child exploitation on line in addition to mandatory training of TCI (Therapeutic Crisis Intervention), child protection, health and safety, first aid and every second counts.

The manager was also pro-active in seeking out ways to develop the team knowledge to meet the individual needs of children. Other professionals were invited to present on different topics at team meetings. One example included, a child psychologist offering a team consultation in helping a child with aggression issues. There was also a planned input for helping children cope with loss and bereavement.

Formal supervision was regular and we were told it was valued and useful. Staff were also able to attend team development days to set the improvement agenda for the service.

Staff were registered with the Scottish Social Service Council and those with conditional registrations were progressing SVQ awards.

Areas for improvement

The service is upgrading the medication training provided to staff in conjunction with a national pharmacy company.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service."

Service strengths

Refer to quality theme 1, statement 1.

Areas for improvement

Refer to quality theme 1, statement 1.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

“We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide”

Service strengths

We found the service performance was very good for this quality statement.

At this inspection we found that the performance of the service was very good for this statement.

The service used a raft of quality assurance practices to ensure good outcomes for young people. This included, folder audits, monitoring support plan documentation, complaints, consequences, incidents, finances, medication and health and safety checks. Action points were detailed when areas for improvement were identified.

The manager compiled a quality monitoring report detailing performance across all aspects of service delivery which gave an overview of performance to external management. A director from the organisation carried out three monthly audits and made recommendations based on the findings.

Recommendations were linked to best guidance practice. These found that the service was performing well.

The views of children and parents were gathered and responses were positive. Notifications are made as appropriate by the service to the SSSC and the Care Inspectorate.

The service had a development plan which was being progressed.

The service had a complaints procedure which was known to the young people. The manager had managed complaints made by young people appropriately.

Areas for improvement

The service development plan is in the process of being updated. We suggested the new plan could be more SMART (specific, measurable, achievable, responsible and time limited) than the current one.

The manager is looking at ways to improve gathering the views of social workers as there had been a poor response.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. To ensure accurate assessment of risks is recorded, further guidance should be provided to staff on completing the new risk assessment and management plans.

National Care Standards, school care accommodation, standard 3: care and protection.

This had been provided and risk assessments reflected the needs of children.

This recommendation was made on 23 March 2015

2. The provider should ensure that staff have access to child protection update/refresher training.

National Care Standards, school care accommodation, standard 3: care and protection.

This training had been provided to staff.

This recommendation was made on 23 March 2015

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
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

		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	Not Assessed

		Environment Staffing Management and Leadership	Not Assessed 2 - Weak 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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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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