

Spark of Genius Woodside Care Home Service

Woodside Farm
Dalrymple Road
Coylton
Ayr
KA6 6HQ

Telephone: 0141 587 2710

Type of inspection: Unannounced
Inspection completed on: 10 May 2017

Service provided by:
Spark of Genius (Training) Ltd

Service provider number:
SP2006008009

Care service number:
CS2015342800

About the service

The service was registered with the Care Inspectorate on 26 January 2016 and is registered to provide residential care for up to five young people.

The service is provided by Spark of Genius (Training) Ltd and is situated in a rural location approximately 6 miles from the town of Ayr.

The accommodation consists of five bedrooms, shared kitchen, bathroom and laundry facilities. There are several unused outbuildings and a large garden area.

The service provider statement of purpose states that the 'overall aim is to provide care which: helps a young person to make sense of past experiences and to develop coping strategies to deal with these.

Provides young people with positive, stimulating and enjoyable experiences
Helps young people (and wherever possible their families / networks) to plan towards a positive and successful future.'

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, five young people were using the service.

What people told us

During the inspection we spoke with social workers for the young people. Staff were described as 'very supportive' with 'very good communications' a feature of the comments. One social worker stated that being supported within the service had been 'a very good experience' for the young person they worked with.

Another social worker felt that the provision of education could have been arranged sooner for the young person they worked with; however they were very pleased with the quick response of the service once this issue was raised.

We spoke with four young people. All four described feeling safe and supported within the service. One young person stated 'I didn't like some of the staff at first; but now I think they are brand new'. All young people we spoke with confirmed they felt safe and supported and that staff were respectful and listened to them. Some felt that all young people should be treated the same and we have commented further on this below.

Other comments from young people described positive relationships with particular staff members.

We attempted to contact young people's parents and carers to seek their views however we were not able to speak with many during this inspection. One parent we spoke with had limited involvement due to the recent arrival of their child at the service. They offered tentative, positive comments, however they did emphasis limited experience of the service at this time.

The five staff members we spoke with provided positive comments about the staff team and the service. There were some issues raised with us in discussion and we have commented on these in the section 'What the service could do better' below.

Self assessment

Self assessment not requested 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

The service staff were providing a very good level of care to young people and supporting them to attend their education; leading to educational achievement.

Comprehensive care plans informed by detailed risk assessments identified achievable goals that were linked to the wellbeing indicators - safe, healthy, achieving, nurtured, active, respected, responsible, and included - of Getting it right for every child (GIRFEC).

The young people's plans were regularly reviewed and full chronology's evidenced the positive changes they were achieving. Minutes of consultations with the service psychologist provided recordings of the strategies for young people to use and guidance for staff in supporting young people to achieve these positive changes.

Young people told us of their full engagement in education; where previous to arriving at the service they had not attended school. Other young people were working to achieve success in education and had plans to access college courses to further their ambitions in identified areas of work.

Young people also told us of the changes in their own attitudes since arriving at the service and the levels of responsibility they were now taking for their own behaviour.

Good outcomes were also being reached in young peoples goals toward health and fitness with regular participation in a variety of activities. Staff members had also devised a regular fitness programme and were generally successful in having the young people engage in this.

Young people's risk assessments contained appropriate strategies; informed in some case through multi agency agreements. The service had made very good links with several agencies in reviewing and monitoring the effectiveness of the risk assessment plans.

Contact between young people and their families and people important to them was being enabled -where appropriate - through significant efforts by staff. This maintained and promoted positive relationships for the young people and contributed to their emotional well being.

We observed staff's interaction with young people and noted warm and engaging relationships through which they provided positive role models; nurturing respect and responsibility in the young people.

The staff group contained a mix of inexperienced and very experienced residential workers. A comprehensive induction for newly appointed staff included 'Every Second Counts' training. This Spark of Genius training covered a very good range of topics relating to child development and theories relevant to residential practice. The training also promoted reflective practice within the service. Staff who had recently attended this training reported the positive outcomes for them in terms of good understanding of policy and procedures and insights into residential practice.

Newly appointed staff received a period of mentoring where more experienced staff were available to them to assure and guide them when required.

We have made further comment relating to these matters in the section 'What the service could do better'.

Staff were qualified to HNC level and SVQ 3 or working toward these qualifications. The service recruitment process includes reference checks from previous employers and background checks through the PVG scheme. These processes aimed to ensure that staff were suitably experienced, and had the ability to develop the necessary skills to effectively support and care for young people.

What the service could do better

Following our previous inspection of the service we recommended that Spark of Genius Limited should ensure all staff are fully conversant with the medical administration policy/procedure and that accurate medication records are maintained at all times.

We noted the staff training records and training tracker to verify staff training on medication recording and administration. We inspected the medication records and found that where there were omissions or recording issues these were identified and acted upon immediately.

We noted overall improvement in these matters however we will continue to monitor this at the next inspection.

We further recommended at the previous inspection that Spark of Genius should develop a system which, through staff supervision and appraisal, evaluates the outcomes of training for staff practice; and that Spark of Genius should ensure that staff receive supervision in line with the services policies and procedures.

Staff development plans included discussions and recording of training attended by staff and supervision records included discussions of reflecting practice. This recommendation was partially met.

As stated previously, staff attend Every Second Counts training during induction to Spark of Genius Ltd services. During our inspection, issues regarding variance in staff practice and approach were discussed with some staff members. It was not clear if these variances related to previous work practice or experience of variance within the team subsequent to the previous management team. We discussed these matters with the assistant manager and external manager. Following these discussions, we suggested that the staff team may benefit from refresher training on the services programme and on their chosen model of behaviour management. Attendance at these refresher training events would aim to consolidate a consistent approach across the staff teams.

We have made a recommendation in relation to this matter. See recommendation 1.

Supervision was occurring more frequently than previously; this recommendation was met.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Spark of Genius should evaluate staff training and development to ensure consistency of approach across the service teams.

National Care Standards, care homes for children and young people, 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								
2 Aug 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	4 - Good									

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