

# Netherton

## School Care Accommodation Service

Netherton  
Ochiltree  
Cumnock  
KA18 2PU

Telephone: 01290 702881

Type of inspection: Unannounced  
Inspection completed on: 19 August 2016

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

**Service provider number:**  
SP2006008009

**Care service number:**  
CS2007164226

## About the service

Netherton is registered to provide School Care Accommodation. The service can care for a maximum of six young people - five young people in Netherton Farmhouse and one young person in Netherton Cottage - aged between 10 and 18 years of age.

Netherton is located in a rural setting in East Ayrshire and provides the residential living accommodation for the young people. The young people also receive education, either through learning centres provided by Spark of Genius or at other educational provision.

The service aims to provide:

- Longer stay residential care for young people to bring about transformational development in themselves and their families/carers
- Day education for young people who have found it difficult to cope within a large mainstream setting and need an alternative approach to education to re-motivate them.

At the time of the inspection, six young people were using the service.

## What people told us

We spoke with three young people during the inspection. Young people were very positive about the service with positive comments offered in relation to the manager, assistant manager and staff.

We heard from young people about their achievements in education and the social activities they were encouraged and supported to participate in.

Young people's comments included; "It's good living here; I like it, staff look after me" and "it's a really good staff team; brilliant managers as well; couldn't ask for better".

We spoke with three social workers during the inspection. Social workers told us of the very good relationships staff had built with young people and how this had helped settle young people during the initial days at the service. They also told us of the significant progress being made by young people since their arrival at Netherton.

Relatives of the young people confirmed this progress. They also commented positively about staff's communication and the commitment to facilitating contact between young people and important people in their lives. Examples of the comments we received from families included "Staff made me feel welcome", "staff are awfully supportive", "the staff are nice people" and "big steps have been made in (X's) care; you can see a big change in them".

## Self assessment

The Care Inspectorate received a fully completed comprehensive self-assessment from the manager. The self assessment document identified what the manager thought the service did well and gave examples of improvements in meeting young people's needs and staff practice areas. The self-assessment clearly identified some areas that the manager believed could be improved and suggested how the service intended to do this.

## From this inspection we graded this service as:

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

## What the service does well

Young people felt included through working with staff in developing care plans linked to the wellbeing indicators - safe, healthy, achieving, nurtured, active, respected, responsible, and included - of Getting it right for every child (GIRFEC) - Scotland's national approach to improving outcomes and wellbeing for children and young people. Actions from care plans aimed to achieve meaningful outcomes. There was very good evidence of some young people developing skills for independent living, for example, through housekeeping and cookery sessions with staff. Staff had introduced an incentive scheme to promote daily structure and routine and this was successful in motivating young people to keep tidy rooms.

This routine and structure was also evidenced through young people's consistent attendance at education.

Young people's self esteem and confidence was enhanced through achieving significant outcomes in school and some had successfully gained very good grades in their chosen subjects. As a result, they were looking to access work placements or further education.

Staff had consulted specialist health services to ensure they had a good knowledge of accurate and effective advice and guidance in support of improving and maintaining young people's health. Staff were motivating and encouraging young people with significant health conditions to apply practices that aimed to achieve very good outcomes for them. A range of healthy physical activities, such as swimming, gym attendance, boxing and football promoted the young people's health. These activities also provided opportunities for positive social interaction with peers thus improving their well being.

To nurture and maintain positive emotional well being staff were committed in facilitating young people's contact with family and people of particular importance to them. Involving young people in the recruitment process provided young people with the opportunity to have a say in who provided care for them. Staff provided references and qualifications to confirm their suitability for the care role. The staff group consisted of workers possessing a range of skills, qualifications and experience. On joining the service staff completed a mandatory induction within the six month probation period. This includes training in, for example, first aid, child protection, and programmes to support young people exhibiting challenging behaviour and those at risk of self harm.

In the 2016/17 inspection 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.

The service's child protection policy included a section relating to child sexual exploitation (CSE). A child protection training plan for all staff members was in place and most had attended this; with the remainder scheduled to attend. Some staff had attended specific CSE training and this was included within the training calendar for the remainder of the staff.

## What the service could do better

Following the previous inspection we identified areas for staff development.

We had stated that 'The management of the service should consider how staff can be supported to develop their skills and knowledge in a wider range of areas' and 'The service should now consider how young people and parent/carers, where appropriate, can contribute to the development of staff. Staff training should be directly influenced by the needs of the young people'.

We had also identified 'the need for the service to consider how further work can be undertaken with young people to develop their own capacity. The staff development plan should take into consideration how all staff can be supported to develop the knowledge, skills and confidence to take this forward'.

The service has amended its Continual Professional Development practices to include skills analysis and the manager had introduced the practice of case analysis during supervision and team meetings. We acknowledge that these practices begin to address the afore mentioned areas for improvement and that progress was being made in this area, however, the evidence for the impact of this practice was limited at the time of the inspection. We will therefore review these matters at the next inspection.

The service policy is for staff to receive supervision at a minimum frequency of quarterly per year. Given that the staff group includes relatively inexperienced staff the manager should continue to evaluate the frequency of supervision to ensure it meets the needs of the staff.

We found that some records had not been fully completed or updated. It is acknowledged that these gaps in recording were identified by the service's own internal auditing processes. The service should ensure that areas for improvement identified within the internal audit are addressed within the timescales set. We had further stated following the previous inspection that 'Whilst we were satisfied with the service response to serious incidents within the house, the service should now undertake a review of such incidents and take action in response to any learning and development identified. During our inspection we noted one particular incident that had not been notified to the Care Inspectorate. We discussed this during feedback and provided a copy of the guidance on notifications to the service assistant manager. We have made a recommendation in relation to these matters. (See recommendation 1.)

We found evidence that staff had not always fully completed the support of young people following an episode of restraint within the appropriate timescale. We have made a recommendation in relation to this matter. (See recommendation 2.)

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 2

1. The service manager should ensure that all staff at Netherton complete records in accordance with National Care Standards, best practice and the service policy.

National Care Standards school care accommodation services; 7: Management and staffing.

2. The service manager should ensure that staff are confident in their knowledge of the procedures involved in interventions they have trained in.

National Care Standards school care accommodation services; 3: Care and Protection

## 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
22 Oct 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
18 Mar 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
15 Sep 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings
27 Feb 2014	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
16 Aug 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
15 Nov 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
23 May 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
12 Jan 2012	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed
27 Jul 2011	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
29 Sep 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
27 Apr 2010	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
18 Jan 2010	Re-grade	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
13 Jan 2010	Re-grade	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
28 Aug 2009	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 2 - Weak Not assessed

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