

North Lodge House School Care Accommodation Service

Adamton Estate
Monkton
Prestwick
KA9 2SQ

Telephone: 01292 678052

Type of inspection: Unannounced
Inspection completed on: 17 November 2016

Service provided by:
Spark of Genius (Training) Ltd

Service provider number:
SP2006008009

Care service number:
CS2007146145

About the service

North Lodge House is registered for School Care Accommodation. The service is registered to care for a maximum of five young people aged between 8 years and 17 years at North Lodge House.

The service is provided by Spark of Genius (Training) Ltd and is located close to the town of Ayr in South 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.

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.

We spoke with three young people. All three described feeling safe and supported within the service. One young person stated 'I didn't expect to like staff; but I do', and 'they keep me safe'. Other comments from young people described relationships with particular staff members, 'I like (x); I know I can trust him'.

We attempted to contact young people's parents and carers to seek their views however we were not able to speak with any during this inspection.

The six staff members we spoke with provided positive comments about the staff team and the service.

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:

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 and supporting young people to attend and achieve in their education.

Comprehensive care plans informed by detailed risk assessments identified achievable goals that young people aimed to accomplish. These outcomes were 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. Examples of the positive outcomes were young people achieving full attendance at school where attendance had been a previous issue. Further to this the young people were making good progress toward their qualifications.

Good outcomes were also being reached in young peoples goals toward health and fitness with regular participation in a variety of activities such as football and rugby training, ice skating and skate park activities.

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. Through inspection of records of the work being done with young people, and in discussion with the manager, we found there was evidence of progress in these areas in keeping young people safe.

Contact between young people and their families and people important to them was being enabled where appropriate through significant efforts by staff; both in facilitating transport arrangements and arranging venues. This maintained and promoted positive relationships for the young people and contributed to their emotional well being.

The staff group contained a mix of very experienced residential workers along with workers new to residential work. All staff were registered with the Scottish Social Services Council, Disclosure Scotland checks were carried out and essential qualifications verified.

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 also insights into residential practice.

Staff had identified areas of the service and staff practice that could be improved through open discussion at a staff development day. This had led to consistency in the approach to young people; through adherence to settling routines at bedtimes for example.

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.

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.

Some staff we spoke with had a very good understanding of the issues relating to CSE.

However, there were some staff who we found would benefit from training in this subject. The service child protection policy contained a section on CSE and staff understood their role and responsibility in relation to this. Any young people identified as being at risk had appropriate risk assessments completed.

What the service could do better

As stated above the staff group contained a mixture of experience levels. We found that some staff therefore would benefit from further training in the area of CSE. This training should be prioritised to ensure the safety and well being of young people through a more fully informed and trained staff group. We have made a recommendation in relation to this matter.

Following the previous inspection we recommended that the 'provider should progress plans to implement the next stage of its staff training plan.

This should include a focus on supporting staff to enhance the range of individual work undertaken with young people, outcome focused recording and to develop a reflective approach to practice'.

We found that the training plan did include discussions on reflective practice and outcome focussed recording. In discussion with the manager during feedback it was acknowledged that these were areas of on-going development for some staff. This recommendation was therefore partially met and we will further review this matter at the next inspection.

There were times throughout the year that the service had not notified the Care Inspectorate of some incidents within the required timeframe. Whilst we recognise this matter was identified through the services internal audit procedures and external managers addressed the issues we have made a recommendation in relation to this matter.

Following the previous inspection we recommended that 'the provider should ensure that its policy on the supervision of staff is fully implemented. This will ensure staff have regular opportunities to reflect on and develop their practice'.

During this inspection we found that staff supervision had not occurred as frequent as the service policy stated. We discussed this during feedback to the manager and external manager and were made aware of particular reasons for this. Staff we spoke with however did tell us they felt supported by managers. However, given that there are relatively inexperienced staff in the team, and to ensure the full support of the staff team, we would recommend that supervision occurs as per the service policy. We have therefore repeated this recommendation.

We also recommended during the previous inspection that 'The provider should establish and implement a policy on the supervision of bank staff. This will support the professional development of all staff working directly with young people'. We were shown the arrangements in place for the supervision of bank staff and are satisfied that a policy has been introduced.

We will review this matter at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Spark of Genius North Lodge House should now ensure all staff receive training in the service procedure assessing the risk of child sexual-exploitation.

National Care Standards, care homes for children and young people, Standard 6.13: Feeling safe and secure.

2. Spark of Genius should ensure that notifications to the Care inspectorate are submitted in accordance with the guidance document 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

National care standards for care homes for children and young people; 7 Management and staffing.

3. The service should ensure that staff receive supervision in accordance with the service's policies and procedures.

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
9 Dec 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
4 Dec 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
25 Aug 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
4 Feb 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
31 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
10 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
18 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
28 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
17 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
6 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
3 Sep 2010	Announced	Care and support Environment Staffing	4 - Good Not assessed Not assessed

Date	Type	Gradings	
		Management and leadership	3 - Adequate
24 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - 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 Management and leadership	Not assessed Not assessed 2 - Weak Not assessed
5 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good
25 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good

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