

Sunderland House School Care Accommodation Service

75 Argyll Road
Dunoon
PA23 8EE

Telephone: 01369 703601

Type of inspection: Unannounced
Inspection completed on: 7 November 2016

Service provided by:
Spark of Genius (Training) Ltd

Service provider number:
SP2006008009

Care service number:
CS2008178883

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 has been registered since 2008.

Sunderland House is a school care accommodation service run by the organisation Spark of Genius (Training) Ltd. It provides care and support for up to five young people in a large detached house with a garden in Dunoon. The house is close to public transport links, shops and other amenities.

Young people's educational needs are met through attendance at learning centres provided by the organisation, or at other educational provision, whichever is identified as being in the best interests of each young person.

The service operates a 24 hour service 52 weeks of the year.

At the time of the inspection five young people were living in Sunderland House.

What people told us

We spoke with four young people who lived in the service. They stated they liked living in Sunderland House. Overall, young people were positive about the staff and management, however, stated sometimes there could be an inconsistency between staff and management. Young people also expressed the view that staff could change in their approach dependant on who they were on shift with. However, young people told us they felt safe and had staff whom they could trust to share concerns with. We were told that staff gave them advice about being healthy and thought their health needs were supported.

The staffing levels were seen as an improvement and young people told us this meant they had more outings and more time to spend with staff.

Young people were pleased the menu was being updated as they were of the view the food could improve and confirmed their involvement in this.

Young people were hoping to have their bedrooms repainted and had been consulted about this.

Young people knew how to raise a complaint and confirmed involvement in their care plan.

Self assessment

The self assessment was completed and identified strengths and areas for development. This helped inform the inspection process.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found that young people were settled and had established good relationships with the staff team. Young people told us they liked living in Sunderland House and we found staff members had a good insight into the needs and preferences of young people.

Health needs of young people were given priority with staff encouraging and supporting young people to register with a range of health providers, such as G.P practices, dentists and opticians. There was good liaison with the local authority public health nurse who carried out health assessments and provided advice on health living. The menus reflected healthy choices and had been created following consultation between the cook, staff and young people.

Hobbies and interests were promoted and we could see that young people were encouraged in art, craftwork, taking part in physical activities such as football, swimming and exercise classes.

The staff at the service promoted the participation of young people. This included supporting attendance at formal meetings, such as care plan review meetings. House meetings took place and we could see that suggestions made by young people were taken forward, such as holiday and outing plans, menu changes and reconsideration of house rules.

Young people were encouraged to take responsibility some of which include agreed times to come home, attending to chores and budgeting pocket money. An incentive scheme was in operation to help young people meet agreed targets and we found this had met with some success for some young people.

Staff understood the importance of the relationships young people had with family members and friends. We found the staff team at Sunderland House demonstrated a great commitment in helping young people maintain these significant relationships and went to considerable lengths to facilitate contact and support travel arrangements.

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'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.

In relation to areas for improvement we found one young person was not taking medication as prescribed. While this was a choice made by the young person, this was not recorded in the medication administration records or young person's daily notes (see recommendation 1).

We also found that young people were not engaging in education and attendance was poor. This was a significant issue for the service and although it was being addressed should improve (see recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Medication should be administered as prescribed with any refusal recorded with an action plan in place if this continues to be an issue.

National Care Standards, school care accommodation - standard 13.1: keeping well- medication.

2. The school attendance by young people should improve to maximise opportunities for good educational outcomes.

National Care Standards, school care accommodation - standard 14.1: supporting your education.

Grade: 4 - good

Quality of environment

Findings from the inspection

We found continued inconsistencies in the condition of the environment. On the first day of the inspection the service was in need of cleaning and had broken furnishings in one of the bedrooms. The hall carpet was in need of replacing. We were told of the difficulty in recruiting a cleaner to the service and by prioritising the attention needs of the young people the cleanliness of the environment had suffered. However, during our inspection a cleaner was recruited and the cleanliness of the environment improved greatly. New furniture was purchased and a programme of renovation and redecoration had been put in place. We found Sunderland House continues to be a homely environment, however, it will be important to ensure the current good level of hygiene be maintained.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We found the staff had a good understanding of their role and the responsibilities this entailed. Staff were proactive and skilled in helping young people overcome challenges and we found young people had benefitted from good relationships with staff. This was seen in the reduction of challenging behaviour and young people presenting as happy and secure in their environment.

We were told by most that staff morale had improved since the last inspection. We were told this was due to improved communication and the management being more visible.

The frequency of team meetings had improved and this had allowed staff to reflect on practice, the progress of young people and plan ahead. Staffing levels had improved and this meant young people were able to have more individual time with staff.

Staff were more structured in their day-to-day planning and kept daily shift task lists which ensured duties were attended to and communication between the shift teams was improved.

At the last inspection a number of staff had yet to attain SVQ 3 and had conditional registrations. We found this had progressed and the majority of staff had completed SVQ accreditation.

The manager had introduced a new format of staff appraisal. Some staff were unclear of how to complete the self assessment of their performance. However, we were told further training and clarification would be provided to staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We found there had been progress made in the management and leadership in the service. Staff told us there was improved communication with the management.

The staffing levels were now managed with the needs of young people central to decision making regarding how best to staff the service. Staff told us this had a positive impact on the work they were able to do with young people.

We found the management had sought the views of young people and were addressing issues raised such as, menu planning. A staff questionnaire had been issued and the findings collated. The service development plan had been updated to include improvement to be made as identified by staff and young people.

We found that the external monitoring of the service and support to management had been a significant driver in bringing about the improvements to the management and leadership. Frequent external auditing and task centred action planning had resulted in better outcomes for staff and young people. We would hope that the Sunderland House management will develop from the high level support and guidance which has been provided by external management to take over the lead role in the continued improvement of the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

Spark of Genius (Training) Ltd require to comply with the staffing schedule to ensure sufficient staffing numbers to meet the welfare needs of young people.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011- Regulation 4(1)(a)- Welfare of users. In making this requirement, cognisance has been taken of:

National Care Standards, school care accommodation - standard 7.3: management and staffing.

Timescale for implementation: immediately on receipt of this report.

This requirement was made on 20 April 2016.

Action taken on previous requirement

This had been addressed and is reported under theme 4, management and leadership.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

Episodes of bullying should be recorded in record keeping with procedures and educational inputs provided to young people about bullying.

National Care Standards, school care accommodation – standard 5: comfort safety and security.

This recommendation was made on 20 April 2016.

Action taken on previous recommendation

Staff now record episodes of bullying and an information session for young people had been provided.

Recommendation 2

Accidents and incident forms should be completed as required.

National Care Standards, school care accommodation – standard 5: comfort, safety and security.

This recommendation was made on 20 April 2016.

Action taken on previous recommendation

This had been addressed.

The recommendation is: met.

Recommendation 3

Records should be stored to confirm compliance with health and safety maintenance checks.

National Care Standards, school care accommodation – standard 5: comfort, safety and security.

This recommendation was made on 20 April 2016.

Action taken on previous recommendation

This had been addressed.

The recommendation is: met.

Recommendation 4

A plan should be put in place to ensure staff members are progressing with SVQ Level 3 to meet with SSSC registration conditions.

National Care Standards, school care accommodation – standard 71: management and staffing.

This recommendation was made on 20 April 2016.

Action taken on previous recommendation

This had been progressed and is reported under theme 3 staffing.

Recommendation 5

The practice of auditing should recommence with management taking an active role in the overseeing of this to ensure that incidents, accidents and serious events are fully explored and appropriate action taken.

National Care Standards, schools care accommodation - standard 71: management and staffing.

This recommendation was made on 20 April 2016.

Action taken on previous recommendation

We found extensive auditing took place by external management. Sunderland House management were more involved in the management and exploration of incidents, accidents and serious events.

Recommendation 6

Spark of Genius should ensure that arrangements are in place to ensure good and improved leadership throughout the service.

National Care Standards, school care accommodation - standard 71: management and staffing.

This recommendation was made on 20 April 2016.

Action taken on previous recommendation

We found that a high level of support and guidance had been provided to the service by external management and ongoing monitoring of the quality of the management was taking place.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
24 Feb 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
19 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Dec 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 Mar 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
26 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
5 Mar 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
20 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
19 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
24 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
12 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed

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