

# North Lodge House School Care Accommodation Service

Adamton Estate  
Monkton  
Prestwick  
KA9 2SQ

Telephone: 01292 678052

Type of inspection: Unannounced  
Inspection completed on: 15 January 2018

**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, four young people were using the service..

## What people told us

We contacted social workers to the young people in the service and received very positive comments regarding the care and support offered, the environment, the staff and the management.

One social worker commented, for example, that 'the staff are all very attuned to the young person's needs, and have supported (them) to take ownership of their health needs, diet and physical exercise and activities.'

Further positive comments related to staff's commitment to the young people and how 'extremely responsive' they were to the needs of the young people.

Staff spoke positively of the relationships they had developed with the young people. They also spoke of the positive support and encouragement they received from the manager and assistant manager. This view was held by very experienced members of the team together with new recruits to the team.

The service continued to identify appropriate training for staff that related to young people's needs to provide the young people with a very good quality of care.

We also spoke with parents to the young people and they praised staff particularly for the committed efforts to ensuring the young people and their family have regular supported contact where this was appropriate. This assisted young people to maintain important relationships and offered reassurance to parents and siblings.

## Self assessment

No self assessment was requested for this inspection year. However, we did discuss the staff and managers views of the service and managers plans for developing the service during the inspection visits.

## From this inspection we graded this service as:

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

**Quality of management and leadership**

not assessed

## What the service does well

We found that the service was providing a very good level of care for young people; some of whom presented very challenging behaviours.

Some young people we spoke to reported that they felt safe within the service and that they were well supported by staff. We observed examples of warm caring interactions between the staff group and the young people whilst staff were providing guidance and direction. We heard from some young people who reported issues that they had with peers in the service; and that whilst uncomfortable with these issues the staff had supported them and provided very good levels of advice, guidance and protection.

Where young people had been assessed as requiring higher level of support and intervention this was accessed; with staff facilitating attendance at these appointments to ensure consistency. Young people had the opportunity to meet with the psychologist attached to the service for specialist support; and for the psychologist to provide advice and guidance to staff in the most effective approaches to supporting the young person.

Young people's individual interests and skills and talents were promoted and encouraged. Some young people were excelling in their chosen physical activity whilst others were offered various activities to experience. This promoted the young people's life experiences and self esteem whilst benefiting their overall well being through social interaction and fun.

The young people's attendance at their education placements was a priority and we found that they were engaging in education; both in mainstream schooling and college and the services own education establishment. Furthermore, where appropriate, young people were travelling by public transport to college and were thus achieving both through attending college and in being supported in making the transition to independence.

Young people's care plans identified areas for them to develop with the support of staff and these were linked to the SHANARRI - the Scottish Governments well being indicators for delivering good outcomes for young people. Examples were identifying where young people could be supported to be more healthy through being active. Young people then identified activities such as gym classes too achieve these goals and staff supported attendance at these. The plans were regularly reviewed to measure the young people's progress through discussion with staff and the young people over any amendments or alterations needed to achieve their identified goals.

We consider the environment provided in North Lodge to be homely and welcoming. Young people's rooms and communal living areas were freshly decorated in consultation with them and to their preference. Living spaces provided very comfortable rooms to enjoy games consoles, television and relaxing areas of social interaction.

A well equipped kitchen area provided seating for all young people and staff to gather at meal times and promote social skills and positive relationships. Regular checks on service vehicle condition and on utilities within the service building ensured that practical day to day activities were comfortable and safe.

## What the service could do better

During the feedback meeting with the management team we discussed areas particular to the young people's care and support. We noted that there had been a periodic increase in concerning incidents relating to particular young people.

Through discussions of these incidents, and on inspection of communications relating to these, we are satisfied that significant work had been completed to address these concerns with appropriate decisions taken. We would however encourage the managers and staff to continue to review risk and risk assessments in line with their current practice to ensure that the appropriate level of support is provided to young people at the right time.

We noted that records evidencing some of the young people's achievements were collated in such a way that could potentially compromise confidentiality. In discussion with the manager it was agreed that this matter would be addressed through separate and individual recording.

On inspecting the service environment we identified some areas for improvement.

We noted that there was no door bell to the service and no alternative method to alert that someone had entered the building unknown. We acknowledge that due to the location of the service there would be a low possibility of this occurring however we had the opinion that this should be addressed. The service manager agreed and a door bell was sourced and fitted between our visits to the service.

We further noted that, although continuing to be well kept and clean, the young people's bathrooms and toilets were beginning to appear aged and show signs of wear and tear. We discussed this with the manager and external manager and we are of the view that refurbishing and modernising the bathrooms should be explored and form part of the service development plan. We will look at the progress in this area at the next inspection.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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
17 Nov 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
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 Management and leadership 5 - Very good
4 Feb 2014	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
31 May 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
10 Jan 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
18 Sep 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	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 Management and leadership	4 - Good Not assessed Not assessed 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	4 - Good 5 - Very good 5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good
25 Aug 2008	Announced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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