

Inspection report

Beech Avenue Childrens Home Care Home Service

1-3 Beech Avenue
Hunterhill
Paisley PA2 6XN

Inspected by: Marie Mckerry
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 4 October 2007

Service Number

CS2003001245

Service name

Beech Avenue Childrens Home

Service address1-3 Beech Avenue
Hunterhill
Paisley PA2 6XN**Provider Number**

SP2003003388

Provider Name

Renfrewshire Council

Inspected ByMarie Mckerry
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

4 October 2007

Period since last inspection

6 months

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Introduction

Beech Avenue Children's Unit provides 24 hour care for up to eight young people and is managed by Renfrewshire Council. On the day of Inspection there were seven young people living at Beech Avenue; their ages ranged from 10 to 17 years. The service was registered with the Care Commission on 1 April 2002.

The two storey house is indistinguishable from other properties in the area. The accommodation is compact, homely and comfortable. A domestic sized, attractive, lounge is located on the ground floor. A small dining room, kitchen and laundry area are also on the ground floor. Upstairs there are two bathrooms, and six bedrooms, two of which offer shared accommodation.

The aims and objectives of the service include:

"To maintain a friendly and welcoming, safe and secure environment whilst supporting the right of the young people to privacy and dignity.... To support children and young people to maintain contact with family and friends...To encourage in achieving their educational potential...To meet health needs....supporting the preparation required for adulthood and independent living."

Basis of Report

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Evaluation Form

The service submitted a self-evaluation form as requested by the Care Commission.

Views of service users

Discussions were conducted with 3 service users.

Regulation Support Assessment

This service was inspected after receiving a Regulation Support Assessment (RSA) to determine what level of support was necessary. The RSA is an assessment undertaken by the CCO which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service, action taken upon requirement etc. This service was required to have a low level of support that resulted in an inspection based on the national inspection theme, core standards for the inspecting year and recommendations from previous inspections.

During the inspection process

Staff at inspection

Discussions were conducted with 2 staff and the acting Manager.

Evidence

Staff practices & mealtime were observed.

Observation of the environment.

A review of procedures, records and other documentation including:
complaint logs and incident records

fire safety information
policies and procedures
training information
minutes of service user meetings
induction information.

Inspection Focus Areas and associated National Care Standards for 2007/08

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following inspection focus areas (IFAs) for 2007/08:

Child Protection

Through care and after care

Mental well-being.

The IFAs are directly linked to the following National Care Standards, care homes for children and young people:

Standard 3: Keeping in touch with those who are important to you

Standard 7: Management and staffing

Standard 11: Keeping well - lifestyle

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report

The Care Commission received an action plan from the service detailing how it would meet the recommendations arising from the last inspection. There were two recommendations. These were partially met. See recommendations 1 and 2.

Comments on Self-Evaluation

A candid self evaluation was completed by the manager and detailed strengths of the service together with areas of future development.

View of Service Users

Three of seven young people spoke with the Officer during this Inspection.

"I get on with everyone. Everyone gets on. The staff are good. The food is brilliant. The rules are fair. I get pocket money and I can do what I want with it. I would give it 10 out of 10."

"I like it. Everything is fine. I know how to complain if I am not happy. But everything is fine here."

“I’ve got lots of things I like to do. I try to save some of my pocket money every weeks then I buy sweets and stuff. The staff help me if I need them.”

View of Carers

No carers were present during this inspection.

Regulations / Principles

National Care Standards

National Care Standard Number 3: Care Homes for Children and Young People - Keeping in Touch with People who are Important to You

Strengths

This report includes comments on all elements of standard 3.

Young people confirmed that they were supported to keep in touch with people who are important to them.

Young people were encouraged to maintain contact with families and friends.

The environment at Beech Avenue is welcoming, although space restricts privacy.

The home was accessible but secure, and visitors were signed in.

Every young person had a key worker who keeps parents informed of events or incidents.

One young person was completing a life story book with a keyworker.

Reviews take place regularly.

Accident and incident recording systems were robust and were linked to external Managers.

Staff were aware of their role in separation and loss issues.

Young people had access to the telephone.

The home had transport.

Areas for Development

Young people do not have email access in the home.

National Care Standard Number 7: Care Homes for Children and Young People - Management and Staffing

Strengths

This report includes comments on all elements of standard 7 except standard 7. 7.

The organisation has a programme in place for meeting the training needs for the Regulation of the Workforce.

The home has a training programme and an induction programme for new staff.

Each staff member has an individual development plan.

External management monitor aspects of the service, including complaints.

Complaints were recorded and appropriate action taken.

The service had some policies and procedures in place. For example Child Protection policy and Area Child Protection guidelines were available. There was an anti-bullying policy in place.

Staff were very aware of their role in the protection of children.

Staff use the framework standards for child protection during training events.

All staff participated in Therapeutic Crisis Intervention Training.

There was a staff code of discipline in place. Information about the Scottish Social Services Council Codes of Practice was available in the workplace.

Staff meetings take place regularly.

Staff confirmed that supervision takes place.

Areas for Development

Corporate Policies were not reviewed or updated regularly. For example the policy about support and assistance for care leavers was not reviewed recently (See recommendation one).

Young people did not receive a copy of pathway views (See recommendation one).

Training about child protection was not provided for all staff (see recommendation two).

National Care Standard Number 11: Care Homes for Children and Young People -Keeping Well - Lifestyle

Strengths

This report includes comments only on the inspection focus area: mental well-being.

The staff on duty demonstrated a clear understanding of their roles and responsibilities in relation to promoting a healthy lifestyle for young people.

Young people confirmed that they were supported to take part in education, sports and hobbies.

A policy of Safe Care was promoted.

Support plans include individual health care and well-being assessment.

The service has links to support services. For example, a link health worker was recently appointed. There was access to specialist services including counselling, sexual health, CAMHs team and drug workers when this is appropriate.

The interaction between staff and young people were warm and supportive.

Appropriate physical comforting was described by staff and observed by the Officer.

Young people have the opportunity to meet as a group.

Some staff completed "Young minds" training.

Areas for Development

The child protection policy was not linked to young people affected by parental substance misuse (see recommendation three).

Staff were not aware of recent publications. The Manager agreed to obtain these:

"Young Minds: Looking after the mental health of looked after and accommodated children";

"The mental health needs of looked after children"; "Children and Adolescent Mental Health – Theory and Practice 2005".

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

The service was recently awarded the the coveted Charter Mark for excellence.

Requirements

None.

Recommendations

1. All staff should participate in child protection training. National Care Standards Care Homes for Children and Young People, Standard 7.8: Management and staffing.

2. To ensure best practice the following should be considered in relation to throughcare and aftercare:

- young people should receive a copy of pathway views
- the policy about support and assistance for care leavers should be reviewed regularly.

National Care Standards Care Homes for Children and Young People, Standard 17: Moving on.

3. Procedures relating to children and young people affected by parental substance misuse should also be linked to the service's child protection procedures. National Care Standards Care Homes for Children and Young People, Standard 6.2: feeling safe and secure.

Marie Mckerry

Care Commission Officer