

## Care service inspection report

# Gladstone Child Care - Auchmuty Drive

## Care Home Service Children and Young People

24 Auchmuty Drive  
Glenrothes  
KY7 5NE

Inspected by: Iain Lamb

Type of inspection: Unannounced

Inspection completed on: 19 September 2012



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## Service provided by:

Gladstone Child Care Ltd

## Service provider number:

SP2006008379

## Care service number:

CS2011303104

## Contact details for the inspector who inspected this service:

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

The service provides a safe and pleasant environment for the service user who lives there.

### What the service could do better

The service should continue to work with the current service user to develop their self-care skills.

### What the service has done since the last inspection

This was the first inspection of this service.

### Conclusion

The service was developed to support young people to work towards independence and develop self-care skills. It has served as a nurturing environment for the current service user and has met a range of agreed needs through the work of a small group of staff.

### Who did this inspection

Iain Lamb

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate. The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

## Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

This service was developed to meet the needs of a young person with a new baby who required care and encouragement to develop parenting skills and self-care skills in a supportive environment. It was registered in December 2011 and is part of a range of residential services for children and young people delivered by an independent service provider in Fife.

Situated in domestic premises in a residential area, the service seeks to provide positive experiences to support a young person to grow and develop.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 5 - Very Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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## 2 How we inspected this service

### **The level of inspection we carried out**

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### **What we did during the inspection**

This report was written following an unannounced inspection conducted on 30th August 2012. The inspection was carried out by Iain Lamb, Inspector, Social Care and Social Work Improvement Scotland.

During the inspection, we spoke with the manager and one member of staff. We spoke with the young person who lived at the service and with her parent who was visiting.

We spoke the social worker with responsibility for the young person placed at the service.

We looked at a range of policies, procedures and other records including:

- Child protection policy
- Infection control policy
- Medication guidelines
- Maintenance records
- Young people's care plans
- Young people's risk assessments
- Records of incidents
- Records of accidents
- Complaints folder
- Minutes of staff meetings.

We inspected all parts of the premises used to provide care.

We also took into account the Public Services Reform (Scotland) Act 2010 and its associated statutory instruments, the National Care Standards for Care Homes for Children and Young People and the Scottish Social Services Council (SSSC) Codes of Practice for Social Service Workers and Employers.

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under

each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

## **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** No

## **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The self assessment was fully completed and provided evidence of the service's strengths as well as identifying areas for improvement.

## **Taking the views of people using the care service into account**

The person who was using the service was generally positive about the quality of care which was provided. While she said that she struggled to fully trust professional carers she had developed good working relationships with the staff who were part of the core team. She acknowledged that any other staff who cared for her were people she knew, she preferred her "own team".

She said that she liked the house she lived in and thought it properly met her needs. She said she could have privacy when she needed it but didn't feel that she would invite friends to visit. She was talking to staff about whether she should have her own front door key and was aware there were significant risks to this.

She acknowledged that she had learned a lot about managing her own living space and appreciated the efforts made by staff to help her with this.

## **Taking carers' views into account**

As noted elsewhere in this report, the service user's parent expressed satisfaction with the care arrangements and had been involved in discussing them with staff and the placing authority. The parent was a regular visitor to the service and felt welcomed by staff who they had got to know quite well.



## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

The service was developed to meet the specific needs of an individual service user who required a nurturing, supportive environment where she could learn to look after her baby. We saw evidence that the service user had been involved in planning the way the house was set up and how the different rooms were decorated and equipped. This meant that the service user had been given opportunities to learn how to arrange the house to best suit her own needs and those of her child.

In discussion, the service user described her role and responsibilities in keeping the house clean and tidy and properly maintained. This showed that she was routinely involved in daily chores and daily planning which had helped her understand how to look after herself, her child and the household.

The service user's parent visited the house regularly and was involved in discussions about the care provided there and the aims of the work which staff undertook to support the young person and her child. A weekly, written progress report was provided for the service user's parent to ensure that they were well informed about all aspects of the care being provided. Through the visits and the weekly reports, the service user's parent had been kept fully informed of any developments or changes to the way care was being provided. Staff said that this had allowed the parent to be as involved in care planning as possible. The parent was spoken with during the inspection visit and expressed satisfaction with the way the service user was cared for. The parent also acknowledged that they had been encouraged to contribute to discussions about planned care and how this would be provided.

#### Areas for improvement

Within the self assessment document submitted prior to this inspection, the service provider noted that it was intended to involve the service user in team meetings to enable her to further influence the development of the service.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We ensure that service users' health and wellbeing needs are met.

### Service strengths

The service user had been encouraged and helped to access any medical or healthcare support which was required for herself and her child. Staff had sought to encourage her to develop confidence to use local agencies and services effectively and as independently as possible.

Staff maintained records of medication and had worked with the service user to help her to understand and properly use any medication whether this was self administered or given by staff.

We saw that regular discussions took place between the service user and staff members regarding meal planning and the benefits of choosing healthy foods and snacks. This helped her to understand her own nutritional needs and make informed choices when shopping and cooking. Staff had provided support to the service user to use local facilities to begin to understand the benefits of a healthy lifestyle. This had included the use of a gym to develop physical fitness.

Staff worked with the service user to properly maintain the house and keep it clean. Through learning from staff, the service user had begun to understand basic infection control and the need to assess the safety of different areas when caring for a very young child. This was the subject of ongoing work and we saw staff providing advice and encouragement to the service user to help her keep her child safe.

### Areas for improvement

Staff should continue to support the service user to establish positive links within the community and use available services and resources to maintain a healthy lifestyle.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## **Quality Theme 2: Quality of Environment**

Grade awarded for this theme: 5 - Very Good

### **Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

#### **Service strengths**

The strengths noted in Quality Statement 1.1 are also relevant to this Quality Statement.

#### **Areas for improvement**

The service user should be encouraged to be at the centre of discussions and decisions about the use of the house and garden.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 2

We make sure that the environment is safe and service users are protected.

### Service strengths

The service provider had a range of policies, procedures and guidance documents which were used to inform the day to day practice of staff. This meant that those on duty were able to easily access information or advice to deal with day to day issues as they arose and therefore maintain a safe environment for the service user.

We saw that staff had attended training in relevant subjects which helped them to keep the service user safe. This included Child Protection training. Staff had also accessed training in dealing with challenging behaviour including the use of physical restraint as a last resort. This had given staff useful skills in de-escalating difficult situations and helping the service user to understand and acknowledge some aspects of her ways of coping with stress and anger. Physical restraint had not needed to be used at the service.

Staff and the service user routinely checked the house and garden to make sure it was a safe environment. A housekeeping audit checklist was used to remind all concerned about what should be checked and how. Maintenance systems were in place and staff knew how to log repairs when they were required. A fire safety system was in place and we saw that staff checked it regularly to ensure it was operational.

### Areas for improvement

The service provider had a range of generic and specific risk assessments in place which staff used on a day to day basis. There were also risk assessments relating to the service user's lifestyle choices and activities. While these were accurate and relevant, there was a lack of evidence that the service user was being fully engaged in learning to understand how the choices she made affected her long term health and safety.

One of the bedrooms had a variety of bags and boxes of infant clothes and toys which had been donated for use by the service user. These were all over the bedroom floor and could have been more safely stored.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### **Quality Theme 3: Quality of Staffing**

Grade awarded for this theme: 5 - Very Good

#### **Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

#### **Service strengths**

The strengths noted in Quality Statement 1.1 are also relevant to this Quality Statement.

#### **Areas for improvement**

The Provider intended that the service user would be involved in staff recruitment processes for the service when they were required.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## **Statement 3**

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

### **Service strengths**

The organisation had a range of policies and procedures to inform and guide staff practice. These had been regularly reviewed and updated to take account of national and local developments in the care and education of children and young people. This meant that the staff caring for the resident young people were doing so consistently and in ways which met their assessed needs.

We saw that staff had attended relevant training courses which were designed to enhance their skills in looking after vulnerable young people. The manager confirmed that all staff working within the service were experienced and registered with the Scottish Social Services Council (SSSC).

Staffing was provided through the deployment of a small staff team who were all experienced in helping young people develop self-care and parenting skills. This meant the service user was able to learn from skilled staff that she had the opportunity to get to know well. Where there were gaps in the staff rota through holidays or illness, staff already known to the service user from a previous placement would care for her. This meant that she was not being cared for by staff she was not familiar with.

Staff team meetings were held weekly to ensure that all concerned in the care of the service user were aware of any changes to routines or circumstances and to establish consistent patterns of care. We saw that staff accurately kept a comprehensive range of records about the service user, her needs and how they were met.

The social worker responsible for placing the service user was positive in her comments about the staff. She said that they demonstrated a high degree of commitment to supporting the service user and had worked well in partnership with the placing authority to establish agreed care plans for the service user and her child. It was also commented that the quality of communication between the staff team and the placing authority was very good, which had contributed to clear planning for the service user.

### **Areas for improvement**

The Provider should continue to maintain a small dedicated team to care for the service user and positively influence her through the development of trusting relationships.

Staff sometimes had to find and arrange their own training events which they said they were happy to do. We acknowledge that the provider must ensure that staff achieve the necessary qualifications to maintain their registration with the SSSC and resources were directed towards that. The provider should support staff wherever possible to access training which enhances the level of skills within the staff team and which consequently contributes to good quality care for service users.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0



## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

#### Service strengths

The strengths noted in Quality Statement 1.1 are also relevant to this Quality Statement.

#### Areas for improvement

The service has identified areas where the service user and her parent could be involved in assessing and improving the quality of the management and leadership of the service. Future inspections will monitor the progress of such plans.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

### Service strengths

The service provider had a range of audits which were routinely carried out by managers and staff. These ensured that the care received by young people they accommodated and looked after was of good quality and delivered in ways which fully met their needs.

Staff consulted during the inspection visit said that they received regular formal supervision which reviewed their work performance and set targets where required. Supervision also identified training needs and sought to establish a positive organisational ethos which meant that young people were cared for by committed, skilled staff.

Staff said that they felt supported by the managers within the provider's organisation. An on-call system was in place and staff said they could seek advice and support at any time.

The provider had a system for auditing personal plans which ensured that planning documents were accurate and up to date which meant that young people received the care which had been agreed with them, their family and the placing authority.

### Areas for improvement

We discussed with the service's manager the use of recording systems and the combination of electronic and printed records. These were seen to be accurate but aspects of record keeping were repetitive and we asked the manager to look at whether there was a need for some of the current administrative tasks. (See recommendation 1)

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. Recording systems should be reviewed to ensure that administrative tasks are kept to a minimum in an environment where lone working is the norm.  
National Care Standards. Care homes for children and young people - Standard 7. Management and staffing.

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

#### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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