

Edinburgh Secure Services

Secure Accommodation Service

39 Howdenhall Road
Edinburgh
EH16 6PG

Telephone: 0131 664 8488 or 0131 672 1109

Type of inspection: Unannounced
Inspection completed on: 22 March 2017

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Care service number:
CS2003010921

About the service we inspected

Edinburgh Secure Services is provided by the City of Edinburgh Council. It is registered to provide secure care and accommodation to young people between the ages of 10 and 17 years.

In November 2016, Edinburgh Secure Services reduced the size of its provision from 12 beds to six, located in Braid Secure Unit at the Howdenhall Centre.

The accommodation for the young people is a single bedroom and includes toilet and shower en suite facilities with appropriate fixtures and fittings. There is a comfortable living room, dining room, a spacious recreation room, and a smaller sitting room for one-to-one activities. Young people have access to a gymnasium and a secure outdoor courtyard for physical activities.

The stated aims of the service are "to provide for young people, whose behaviours pose a serious risk to themselves or others, a safe, secure, supportive, and stimulating environment in which they will achieve their full potential, develop respect for themselves and for others and be assisted in gaining an understanding of the attitude, skills and knowledge that will enable them to return safely to their communities".

As the service provides secure education on the premises, National Care Standards (NCS) for School Care Accommodation Services are employed in addition to NCS for Care Homes for Children and Young People.

The Secure service is approved by the Secretary of State in line with The Secure Accommodation (Scotland) Act 1996.

This service has been registered since 1 April 2002.

How we inspected the service

We made an unannounced visit to the service on 22 March 2017.

We met with:

- team leader who had management responsibility for the secure unit
- two assistant team leaders
- one member of the care team
- a group of five young people who were currently using the service.

We looked at a range of evidence relevant to the inspection, including:

- sample of care plans
- risk assessments
- incident records and analysis
- 'near miss' records
- health assessment protocol
- senior handover logs
- food action plan.

We also checked that the recommended improvement had been made to the premises.

Taking the views of people using the service into account

We met informally with the group of young people who were currently using the service. They were relaxed as a group with each other and with staff. They presented a generally positive view of their experience. They said that they felt safe and were treated fairly by staff. One also said that staff helped them and gave good advice. The comments about the food were mostly favourable, although they did say that the quality could vary.

One young person said that they would be quite happy to stay in secure "if I could get out more".

One young person said that they found it difficult to sleep at night because it was too warm in their room.

Taking carers' views into account

We did not have the opportunity to meet with carers at this inspection.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The service should make sure that all young people, including those who are placed from outside Edinburgh City, have access to an initial health screening within a defined timescale.

National Care Standards, School Care Accommodation Services - Standard 12: Keeping Well - Lifestyle.

This recommendation was made on 29 June 2016.

Action taken on previous recommendation

In response to the recommendation, the service had met with the looked after and accommodated (LAAC) nurse team and had drawn up a protocol for the completion of initial health assessments within 28 days of admission.

Although the responsibility for assessments for young people placed from other local authorities lies with the LAAC nurse service in that authority, the local team would provide this if this was not available.

Within the secure service, a dedicated assistant team leader had responsibility for monitoring the health information available for young people and for liaising with LAAC nurses if there were delays in completion of assessments. We were advised that resource issues meant that not all assessments were completed within the agreed timescales. However, the positive communication strategy meant that healthcare action plans were in place and that young people with particular healthcare issues were identified and appropriate treatment plans put in place.

We found that healthcare plans were in place for young people in the sample of care plans we looked at.

Recommendation 2

The service should review and develop its approach to promoting a healthy diet for young people.

National Care Standards, School Care Accommodation Services - Standard 11: Eating Well.

This recommendation was made on 29 June 2016.

Action taken on previous recommendation

The service had in place a food policy which has already led to reductions in salt, saturated fats and sugary drinks, and the provision of low fat snacks.

A food action plan has been developed and shared through the service's food committee.

An assistant team leader had been given responsibility for developing awareness of healthy eating through presentations at team meetings and further training for staff in relation to food hygiene and healthy eating is being pursued.

Recommendation 3

In the light of recent events, the service should review the quality of its risk management arrangements for young people who are spending time outwith the unit.

National Care Standards, School Care Accommodation Services - Standard 7: Management and Staffing.

This recommendation was made on 29 June 2016.

Action taken on previous recommendation

The service had completed a review of the incident which prompted this recommendation.

Time-out policy and protocol had been discussed and clarified with all staff at team meetings. A near miss policy had been developed to aid analysis of risk management arrangements.

In the sample of plans we looked at, we found that risk assessments had been updated promptly in response to incidents.

Recommendation 4

The service should make sure that all incidents are properly recorded in a way which allows for analysis and supports learning from incidents for young people and for staff.

National Care Standards, School Care Accommodation Services - Standard 7: Management and Staffing.

This recommendation was made on 29 June 2016.

Action taken on previous recommendation

An assistant team leader had been given responsibility for monitoring and developing the quality of incident recording. Incident recording packs had been compiled and made easily available to staff. Staff awareness of the expectations of the quality and content of incident records had been developed through presentations at team meetings and close monitoring of the quality of written records.

Quarterly incident analysis reports were being compiled and reviewed by the senior management team.

This action was put in place to develop the quality and consistency of incident reporting. The service should ensure that it reviews the effectiveness of these measures and also that it uses the information gathered through its analysis of incidents to evaluate the quality of practice over time.

Recommendation 5

The service should consider how it can repair or replace the window covering in Braid Unit with a view to promoting the privacy of young people who use the service.

National Care Standards, School Care Accommodation Services - Standard 4: Privacy and Dignity; and Standard 5: Comfort, Safety and Security.

This recommendation was made on 29 June 2016.

Action taken on previous recommendation

The covering has now been replaced, with a consequent improvement in security and privacy for young people.

Recommendation 6

The service provider should ensure that quality assurance systems continue to operate effectively during a time of change of personnel.

National Care Standards, School Care Accommodation Services - Standard 7: Management and Staffing.

This recommendation was made on 29 June 2016.

Action taken on previous recommendation

The manager had returned to the service, so many of the issues arising from a lack of continuity in the management of the service had been addressed.

In addition, there had been a significant change in the management structure, with a reduction in the number of senior managers across the campus but with an increase in the number of assistant team leaders and a development of their role and responsibilities in relation to quality assurance.

From our discussions and observations during this inspection, it appeared that the delegation of key tasks to assistant team leaders was making a positive contribution to the development of quality systems across the service.

The service should make sure that it takes time to evaluate the impact of these significant changes on the overall quality of the service.

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	
29 Jun 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
23 Feb 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
26 Mar 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
23 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 5 - Very good
20 Mar 2014	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
30 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 4 - Good 2 - Weak
7 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good
1 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 2 - Weak 5 - Very good 4 - Good
24 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 3 - Adequate
18 Feb 2011	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
11 Aug 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed

Date	Type	Gradings	
10 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good Not assessed
10 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good
12 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good Not assessed 4 - Good
18 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 3 - Adequate

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