

Maidstone, No 3 Promenade Care Home Service

No 3 Promenade
Leven
KY8 4HZ

Telephone: 01333 439728

Type of inspection: Unannounced
Inspection completed on: 18 December 2017

Service provided by:
Fife Council

Service provider number:
SP2004005267

Care service number:
CS2003044054

About the service

Maidstone, No 3 Promenade is a service provided by Fife Council and is registered to care for a maximum of five children and young people aged from nine to 18 years.

The service operates throughout the year and offers 24-hour support. It aims to encourage young people in their development of independent living skills in preparation for moving on.

The accommodation is on three floors of a large stone built semi-detached villa with gardens. Situated on a beach front, the service is within walking distance of the town centre and local amenities. Each young person has their own bedroom and there is an office, two sleep-in rooms for staff, a large kitchen/dining room, two sitting rooms, and front and back gardens.

The upper floor of the house has a second kitchen which provides young people with opportunities to develop independent living skills, including budgeting, cooking, laundry, and cleaning.

At the time of this inspection, four young people were living at Maidstone.

This service has been registered since 8 November 2004.

What people told us

Before the inspection, we received one completed Care Standards Questionnaire (CSQ) from a young person giving their views about the service. The questionnaire reflected an ambivalent view, with some positives, but with the young person concluding that they "didn't know" whether they were happy with the quality of care they received.

During the inspection, we only managed to speak with one young person - others were reluctant to chat, or were otherwise busy.

The young person we met with was less than happy with their life at Maidstone. Their individual issues were discussed with the manager during the inspection but, broadly, the young person was bored, didn't feel that they had enough to do, didn't feel that staff had enough time for them, and found relationships with other young people difficult. Overall, they told us that they had preferred their previous placement.

Although we didn't have the opportunity to meet with other young people, we observed some warm interactions, indicative of positive relationships, between staff and young people.

Self assessment

A self assessment form was not required for this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good

Quality of management and leadership

not assessed

What the service does well

At the time of the inspection, the service was providing care to a diverse group of young people with complex and challenging needs. While we found that some outstanding and creative work was being done to support and maintain the safety and wellbeing of some young people, not all young people were benefitting from well planned, well focussed care.

Some care plans were comprehensive, with very detailed protocols in place to promote young people's health, safety, and wellbeing. There was clear evidence of constructive multi-agency working. Staff had established meaningful, trusting relationships with some young people and demonstrated a sensitive, nurturing approach to providing the care they needed to help them address the issues which were important to them.

We also found evidence that some young people who had recently moved on from the service had done so in a positive way, having moved on to their preferred destinations with the support of the service.

This was a dedicated and experienced staff team which provided young people with the most accepting, nurturing care. The care they had provided had, at times, been potentially life saving. They had developed specific skills and knowledge to enable them to confidently and competently care for young people in crisis.

The team was highly resilient and worked well together to provide consistency of care. They had demonstrated commitment and flexibility to cover shifts when needed to provide continuity for young people. The local authority had managed a complex staffing situation well and had increased staffing levels to meet young people's needs, again ensuring that as far as possible when sessional and bank staff were deployed, the same people were used so that familiar staff were providing care. Sessional or agency staff coming into Maidstone told us that they felt well briefed and fully supported in their role.

Staff felt well supported by their managers, external managers, and by their colleagues. They met regularly to share information and learn from their experiences. They communicated effectively with each other and with partner agencies.

What the service could do better

While we were very impressed with the quality of care and care planning delivered to some young people, and the positive outcomes for some who had recently left the service, we found that this standard was not currently consistent across the service.

Information gathered from some young people suggested that they were bored and lacked a sense of purpose. They spent long periods of time out of the house. They felt that staff didn't always have enough time for them. In looking at a sample of care plans, we didn't find evidence to contradict this view. Some care plans had not been updated to reflect significant changes in young people's circumstances and they lacked a clear focus on helping young people to achieve more positive outcomes. The service should review care plans for all young people and re-establish a proactive approach to identifying and working towards achieving positive outcomes **(see recommendation 1)**.

In addition, despite the challenges facing this service at this time, another vulnerable young person had been moved in to Maidstone on an emergency basis. While recognising the local authority's duty of care, this was not a settled environment in which to introduce another young person in crisis.

We also found that there was a need to improve some of the systems which were central to the support and development of the staff team. For example, although all staff felt well supported, the frequency of formal staff supervision had fallen behind the organisation's policy and needed to be increased. There were also some gaps in staff training. For example, none of the team had first aid training, which, given the needs of the young people they were caring for, seemed to be a significant gap. At the time of this inspection, a new manager had only just been appointed at Maidstone. We were assured that plans were already in place to address the identified shortfalls in the staffing systems and for that reason we haven't made a formal recommendation about this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should review the care plans for all young people and ensure that they include clearly defined desired outcomes and the detail of the work which needs to be done to support young people to make progress towards achieving these.

National Care Standards, Care Homes for Children and Young People - Standard 4: Support Arrangements.

Complaints

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

Inspection and grading history

Date	Type	Gradings
2 Mar 2017	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
15 Dec 2015	Unannounced	Care and support Environment Staffing 4 - Good 4 - Good 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
3 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 5 - Very good
9 Apr 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
11 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
13 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 5 - Very good Not assessed Not assessed
23 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
6 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 5 - Very good Not assessed Not assessed
24 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 3 - Adequate
17 Dec 2008	Announced	Care and support Environment Staffing	5 - Very good 5 - Very good 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good

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