

Inspection report

Edinburgh Secure Services Secure Accommodation Service

39 Howdenhall Road & 29b Balmwell Terrace
Edinburgh EH16 6PG (Howdenhall) EH16 6PS (Balmwell Terrace)

Inspected by: Trudi Reid
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 26 February 2007

Service Number

CS2003010921

Service name

Edinburgh Secure Services

Service address

39 Howdenhall Road & 29b Balmwell Terrace
Edinburgh EH16 6PG (Howdenhall) EH16 6PS
(Balmwell Terrace)

Provider Number

SP2003002576

Provider Name

City of Edinburgh Council

Inspected By

Trudi Reid
Care Commission Officer

Inspection Type

Unannounced

Inspection Completed

26 February 2007

Period since last inspection

3 months

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Introduction

Edinburgh Secure Services consists of Howdenhall centre which has Braid secure unit, providing 6 beds for boys and girls and Calton close support unit, providing 5 beds for boys and girls, on the same site.

St Katharine's centre comprises three separate units, Guthrie a secure unit providing 7 beds for boys and girls. On the same site Chalmers close support unit provides 5 beds for boys and girls. Alison Unit provides a Through-care and after-care service for up to 3 young people on site and an extensive outreach service to young people who have received care from Edinburgh Secure Services in the past.

The secure units are registered to provide accommodation for a total of 12 young people. The additional bed enables flexibility for the service to provide a reception bed on either site.

St Katharine's and Howdenhall sites are close to local amenities and convenient for local transport.

The stated aims of the units 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".

The service has been registered with the Care Commission since 1st April 2002.

Basis of Report

During the visit, which was unannounced and took place on 26 and 27 February 2006, the Care Commission Officers spoke with:-

the Principal
the Depute Principal
4 Unit Managers
approx 12 members of staff
7 young people.

The Care Commission Officers also looked at records including the following:

Incident records
Personal Plans
Young people's case files

and spent time observing how staff members worked with the young people.

The Care Commission Officers took all of the above into account and reported on whether the service was meeting the following National Care Standards care homes for children and young people.

Standard 5: Your environment
Standard 7: Management and staffing

and National Care Standards school care accommodation

Standard 5: Comfort, Safety and Security

Standard 7: Management and Staffing

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.

Action taken on requirements in last Inspection Report

There were 3 requirements made at the previous inspection. These remain ongoing. See Standard 7 for further details.

Comments on Self-Evaluation

This was an unannounced inspection, therefore a self evaluation form was not requested.

View of Service Users

Seven young people were able to meet with the Care Commission Officers during the inspection.

In general they all spoke positively about the care they were receiving from the service. Although those in the secure units expressed the view that they did not wish to be there, they did confirm that staff looked after them well and that they felt safe. Those young people in the close support units also confirmed that they felt cared for and safe in the units.

All the young people stated that there was at least one member of staff they could speak to if they had any concerns or worries. The young people were aware of the complaints procedure and felt confident to raise issues through this, or directly with staff. The young people also confirmed that they had access to the Children's Rights Officer and Who Cares, both of whom visited the service on a regular basis. Young people confirmed that they were involved in "residents meetings" and said that when they raised issues they felt that staff listened to them and took their suggestions on board.

The young people had mixed views about the quality and choice of food provided. In Howdenhall the young people felt that the quality of food was not good and felt that it could be healthier. They particularly expressed a wish for there to be a healthy alternative provided for the brunch at the weekend as the cooked breakfast provided was "too greasy". The young people in St Katharine's were more positive about the food provided and confirmed that they were able to contribute to menus and provided the cook with feedback. The young people in St Katharine's felt that some meals were better than others.

The young people stated that there were a range of activities provided to them, or if they preferred they were able to have time to themselves in their rooms. The young people in Guthrie Unit felt that at times there were insufficient staff to manage time in the gym,

however they did recognise that this was sometimes dependent on other things that may be happening in the unit.

The Care Commission Officers were able to meet with one young person who was receiving a through-care and after-care service from the staff in Alison Unit. She spoke very positively about the support she had been receiving and stated that she "would not be where she is today" without this. She particularly appreciated being able to return to the unit for some time to herself when she was finding independent living difficult. She stated that she "couldn't fault the service in any way".

View of Carers

The views of carers were not sought for this inspection.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 5: School Care Accommodation Services - Comfort, Safety and Security

Strengths

Howdenhall, Chalmers and Alison Unit were attractively decorated and reflected a warm and homely environment. They had appropriate furniture in place which was in a good state of repair and met health and safety requirements.

Across the service all the young people had their own bedroom and the young people had personalised these with their belongings. This was risk assessed in the Secure Accommodation.

All rooms were found to be clean and appropriately ventilated.

Throughout the service the young people had access to a good amount of communal space. In all units this included a spacious living room, dining room and quiet / computer rooms. On both sites the young people also had access to a gymnasium. Young people had access to a kitchen in all units. The young people in Braid and Guthrie Units also had access to secure outdoor areas.

Areas for Development

Plans were in place to refurbish Guthrie secure unit to create a more homely environment. It was planned that all the communal areas of Guthrie Unit will be refurbished during the summer of 2007. The service is keeping the Care Commission informed of developments with regards to these plans.

At the time of the inspection there were a number of repairs needing to be completed within the bedroom areas of Guthrie Unit. These should be carried out as soon as possible in order that the young people currently being accommodated within the unit continue to have a suitable living environment maintained. In addition there was a broken window in Chalmers Unit that should also be repaired.

National Care Standard Number 7: School Care Accommodation Services -

Management and Staffing

Strengths

The service had all the required policies and procedures in place, which were clear and comprehensive.

Staff confirmed that they received regular individual supervision and an appropriate staff appraisal system was in place. Staff confirmed that they felt well supported both by the staff team and their managers. Staff felt that they were provided with good opportunities for continuing professional development and were supported to access individual training events.

Senior managers and the external line Manager monitored all complaints and incidents in the service. The service continued to reflect good practice in the use of a comprehensive system for monitoring incidents, which could identify areas for staff development in the future. Also in line with good practice a debriefing protocol for staff involved in an incident was in use across the service.

Areas for Development

An audit of the provider's safer recruitment policies and procedures, as implemented across four separate departments of the Council, has been carried out by the Care Commission resulting in requirements and an area for development highlighted in this report."

The requirements resulted from an audit of the following file sampling exercise:

Health and Social care Department 117 files
Children and Families Department 103 files
Housing Department 21 files
Culture and Leisure department 4 files.

The number of files audited were selected in proportion to the number of registered services per department following the Care Commission national guidance for safer recruitment themed inspections. The evidence supporting the three requirements was provided by the sampling exercise undertaken in respect of three of the four departments. There was no evidence in the 4 files sampled from the Culture and Leisure Department to support the three requirements. The requirements made were based on evidence from files showing posts filled after 1 April 2002. The requirements are made of the provider as a corporate entity.

It is suggested that best practice is followed by introducing a system to recheck Enhanced Disclosure Scotland Checks. National Care Standards, SSSC Codes of Practice – Employer

National Care Standard Number 11: School Care Accommodation Services - Eating Well

Strengths

Not inspected against

Areas for Development

At the previous inspection an areas of development was identified with regards to the quality and variety of food provided in the service, particularly in Howdenhall. It was identified that a number of improvements had been made to the quality of food being provided, however further improvements needed to be made. It was agreed that a meeting between the service, the catering company and the Nutritional Advisor for the Care Commission would be arranged to take this matter forward. This will be monitored at the next inspection.

It was also identified at the last inspection that in Howdenhall staff and young people did not have access to the food stores in the evening as the store cupboard was locked. This had resulted in young people having access to a limited range of snacks and drinks after tea. It had also resulted in limiting the opportunity for young people to be involved in cooking / baking activities without planning these in advance. A recommendation has been made to address this. (see recommendation 2).

Enforcement

There has been no enforcement action.

Other Information

There was no other information.

Requirements

1. All staff working in registered care services must have an enhanced level Disclosure Scotland check carried out.

This is to comply with: SSI 2002/114 Regulation 9(1) Fitness of employees.

2. There should be a system to record that, where appropriate, the employer has checked qualifications.

This is to comply with: SSI 2002/114 Regulation 19(2)(a)Records.

3. The recruitment records should evidence that 2 satisfactory references were sought for each person employed.

This is to comply with: SSI 2002/114 Regulation 9(1) Fitness of employees; SSSC Code of practice – Employer.

Recommendations

1. Repairs to the bedroom accommodation in Guthrie Unit and Chalmers Unit, highlighted during the inspection should be completed timeously. National Care Standards, School Care Accommodation

2. The service provider should consider reviewing the arrangements for access to the food store cupboard in Howdenhall to ensure that young people have access to a varied supply of food, through staff, at all times. National Care Standards, School Care Accommodation, Standard 11: Eating Well.

Trudi Reid

Care Commission Officer