

Care service inspection report

Action for Children - Stoneside Project

Care Home Service Children and Young People

18 Stoneside Drive

Glasgow

G43 1JF

Telephone: 0141 632 4052

Inspected by: Louisa Walker

Type of inspection: Unannounced

Inspection completed on: 30 November 2012



HAPPY TO TRANSLATE

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Service provided by:

Action for Children

Service provider number:

SP2003002604

Care service number:

CS2007164443

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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 manager and staff team have continued to ensure children and young people are at the heart of decision making processes, when staying at the service.

The management and staff team continue to demonstrate a very good understanding of the individual care and support needs of children and young people attending.

Staff are given regular opportunities to update their knowledge and skills ensuring the individual health and well - being needs of children and young people are met.

The service continues to use best practice information to make decisions on the aesthetics of the environment, low arousal, sparse decoration, functional furniture and layouts that do not over stimulate are balanced with creating a homely environment and specific needs of children and young people.

What the service could do better

The staff team continue to develop alternative formats to communicate more fully with children and young people.

What the service has done since the last inspection

The service successfully applied and was granted funding for a group of young people who would be moving on from Stoneside over the next two years to access a range of meaningful, social and leisure opportunities.

The young people fully participated in planning a holiday and called themselves the Just Leaving Stoneside project (JLS). The feedback from the young people and their parents and carers has highly praised the JLS holiday programme and the sense of freedom and independence it gave to the young people whom attended. A dvd of the preparation and the activities that the young people participated in has been developed.

Consultation methods have been further developed for children, young people, parents and carers.

The outside play area has been developed further; decking, out door physical equipment and fencing decoration gives children and young people further opportunities to participate in outdoor activities.

Conclusion

The manager and staff team are fully committed to the continued development of the service in conjunction with the support needs of the children, young people, parents and carers who attend the service. This has been reflected in the very good and excellent grades achieved at this inspection.

Who did this inspection

Louisa Walker

1 About the service we inspected

Stoneside Project has been registered with the Care Inspectorate since 31st March 2008 and provides a residential respite service to six children and young people who have learning disabilities and/or related physical disabilities and complex needs. The service is managed by Action for Children Scotland.

The property, which is a single storey building, situated in a quiet residential area in Eastwood Glasgow, has large grounds and off street parking.

Some of the stated aims of the service are to provide opportunities for holistic care planning developed in consultation with the child/young person, their family and other agencies, for parent/carers to develop and sustain skills to manage their son/daughter's behaviour within and out with the home environment, and for children and young people to maximise their potential in a range of areas including self help skills and confidence building.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, 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 based on best practice or the National Care Standards.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

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.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

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

We wrote this report after an announced inspection which began on Saturday 24 November 2012.

As requested by us, the service sent us an annual return. The service also sent us a self assessment form.

We issued ten questionnaires to parents and carers of children and young people who used the service. Five completed questionnaires were returned before the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- Evidence from the service's most recent self assessment
- Evidence of any changes to the service from service user feedback
- Information relating to surveys/questionnaires from staff, service users, referrers
- Training plan/staff training/mandatory and refresher training log for staff in key skills; move and assistance, child protection, Pro-act Scip and communication methods
- Staff/senior/management meeting minutes
- Complaints log
- Accident and incident log
- Environment - risk assessments
- Maintenance records
- Support plans
- Individual risk assessment information
- Pre and post stay recording information
- Auditing procedures for care plans, medication
- Staff supervision records

Discussion took place with service staff including:

- The registered manager
- Depute manager

Four support workers

Three children and young people who were present throughout the inspection visit.

Observations of the environment and staff practice including how staff interacted with the children and young people present

All of the above information was taken into account during the inspection process and was reported on.

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

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: Yes - Electronic

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.

A fully completed self-assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and areas for future development and gave evidence of service user involvement and how they planned to implement changes.

Taking the views of people using the care service into account

Due to some of the communication needs of children and young people attending the service, direct feedback was not always taken.

Children and young people were getting ready to go to school, the atmosphere was calm, children and young people were encouraged and supported as they prepared for school. One young person who did not go joined the inspection discussion, showing his contentment by blowing kisses and clapping.

Interactions observed were caring, supportive and appropriate to the child's individual communication needs.

One written response from a young person stated 'I like Stoneside because I like doing swimming and soft play.'

Taking carers' views into account

Parents and carers were contacted via questionnaires and by telephone interviews.

'Stoneside are absolutely fantastic and I (we) cannot praise them enough.'

'We are supported outwith when my child stays at the service not just when he stays. Staff, communicate through pictorial diaries, pre and post stay calls we have good feedback about his needs, staff are very supportive, they visited before my son started the service, and this gave us confidence. If we ever have had any concerns they are dealt with swiftly. My son is encouraged to make his own choices.'

Social Workers who support families whom attend the service were contacted as part of the inspection process, all said that they had very good relationships with the service, and were kept informed of any changes to service provision. All agreed that staff worked hard to ensure the support needs of children, young people and families were met.

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

Based on discussions with service users and staff members and a review of sampled written evidence, this service was found to have maintained a very good performance in relation to this statement.

The manager and staff team continue to develop methods to engage with parents, carers and children and young people. Methods take account of the include support and communication needs of the children and young people attending the service.

The service had a variety of methods in place to ensure that children and parents' views influenced the provision and development of the care and support provided, methods include:

- * Parent and carer questionnaires
- * Parent and carer participation policy
- * Parent and carer individual and group consultation meetings
- * Staff consultation for policy development and self assessment
- * Children and young peoples support plans
- * Children and young peoples consultation groups
- * Stoneside home to service diary
- * Notice boards
- * Children and young peoples participation folder
- * Exit questionnaires for families leaving the service
- * Service newsletter updating parents and carers about life in the project
- * Home to service individual communication sheets
- * Pre and post stay information

- * Enterprise, health and citizenship initiatives involving children, young people parents and carers
- * Parent and carer open days and activity sessions
- * Promotion of parent and carer involvement in nursery life
- * Feedback to children, parents and carers on outcomes of consultations
- * E- mail consultation

Children and young people's successes and achievements are celebrated and shared.

The service continues provided children, young people, parents and carers with feedback in the form of minutes of meetings and action plans to account for any service improvements identified.

Children and young people have a participation folder containing minutes, ideas, suggestions and pictures of them choosing and participating in a wide range of activities.

The service has a system to obtain information from families who are moving on from the service. Questions asked relate directly to the families' experiences of the service and asks for feedback regarding the quality of service provided.

Alternate formats for written information were available. Audio and interactive media are also being utilised.

Of the five written responses returned by parents and carers four strongly agreed and one agreed that staff help me to go along to any activities I want to do like hobbies, clubs and sports.

Areas for improvement

The service manager and staff confirmed their continued commitment to ensuring children and young people are given the opportunity to indicate their feelings regarding the service they receive. For children and young people with more profound communication needs alternative forms of communication media continues be sought and developed, this includes the use of I pads and video.

The service should continue to monitor and maintain the very high standards of quality detailed within this statement.

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

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have an excellent performance in relation to this statement.

The service provides both in house and outreach care and support for families of children and young people with a range of physical and communication needs.

Both support and outreach staff were highly praised throughout the inspection process. The Inspector evidenced strong relationships with families which had developed over a number of years.

Through discussion, parents and carers confirmed their involvement in reviews of support plans, pre and post stay updates and risk assessments. Reviews recorded and responded to any changes in children and young people's support.

Of the five written responses returned by young people, or their representatives, all ticked that they had a care or personal plan, one strongly agreed and four agreed that their plan gets reviewed regularly.

Four support plans were reviewed as part of the inspection process. Support plans defined the service to be provided, how the service would be delivered, the date the agreement was made, identified support, review arrangements, risk assessments, complaints procedure, audits and any charges to the service user and period of notice required if the service provider or service user wishes to change or end the service.

Getting it right for every child (GIRFEC) framework is used in support plans to underpin the support needs and expectations of children, young people, parents and carers.

The service has further developed auditing systems to ensure support plans and risk assessment information is up to date, accurate and demonstrates parental and carer consent.

Parents and carers are contacted by telephone to discuss pre and post stay arrangements.

The service has a key worker system in place. A key worker is the link person for parents and carers to contact if they have any questions relating to the care of their child. The keyworker will attend review meetings; gather information from school or other agencies and update support plans. The keyworker of a child or young person would not necessarily be scheduled in for them staying at the service as they are not on duty.

An induction process for children, young people, parents and carers was in place. All could visit the service prior to starting; regular home visits also took place depending on the type of support being given.

Parents and carers confirmed that staff within the service were very supportive, regular visits were being maintained and staff always responded to any difficulties, literature and information was also forthcoming.

A wide range of information for parents, carers, children and young people was available. Room packs for children and young people gave updated information about staying at the service.

The Inspector evidenced an effective system for parents, carers, children and young people to complain if they were unhappy with aspects of the service.

Areas for improvement

The service should continue to monitor and maintain the very high standards of quality detailed within this statement.

Grade awarded for this statement: 6 - Excellent

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

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have maintained very good performance in relation to this statement.

Evidence to support strengths in this quality statement is detailed under Quality Statement 1.1.

Consultation information asked specific questions relating to the quality of the environment within the service.

Of the five written responses returned by parents and carers all strongly agreed that the service was a nice place to stay.

Areas for improvement

This section should be read in conjunction with associated comments made under Quality Statement 1.1.

The service should continue to monitor and maintain the very high standards of quality detailed within this statement.

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

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

The large one level accommodation offers children and young people individually decorated bedrooms with storage and TV facilities. Bathrooms with suitable bathing facilities are located throughout the service. Laundry facilities are also provided.

Communal areas are suitable for the individual needs of children and young people attending. These include games room, TV room, internal courtyard for the use of bikes, skate boards etc.

Kitchen facilities are available and children and young people are encouraged to participate in the preparation of meals and snacks.

A large outside play area gives children and young people opportunities for rest, relaxation and to participate in outdoor activities. To enable more privacy the service have decoratively blocked off parts of the fencing beside the walkway at the side of the garden.

New decking and physical outdoor play equipment gives children and young people further opportunities for outdoor play and activities.

Maintenance records and risk assessments were in place. Fire, cross infection, medication and food safety information was available.

All bedrooms have a ceiling audio monitoring device to enable night staff to listen ensuring the safety of young people without disturbing them while they sleep. The service has reviewed the rationale behind the use of monitors using the principles of Getting It Right for Every Child (GIRFECC). After consultation with children, young people, parents and carers, individual risk assessments have been introduced for the use of monitors. In addition, pre-stay and staff change over procedures also give staff prompts in relation to the use of monitors.

The service continues to use best practice information to make decisions on the aesthetics of the environment, low arousal, sparse decoration, functional furniture and layouts that do not over stimulate are balanced with creating a homely environment. Further consultation with children and young people, parents and carers has been introduced. Pre-stay information records room preferences.

Furnishings and resources were appropriate to the age range of children and young people staying at the service. Staff were observed to have a very good understanding of the individual behavioural needs of children and young people attending. Bedrooms were resourced according to need.

The senior management team within the service regularly monitor and audit risk assessments which form part of a monthly update to Action for Children's Headquarters.

We evidenced written policies and procedures relating to how staff ensure a clean and healthy environment for children and young people. This was evidenced in discussion with staff and daily recording sheets.

Areas for improvement

The service should continue to develop the accommodation in conjunction with the individual support needs of children and young people attending.

The service should continue to monitor and maintain the very high standards of quality detailed within this statement.

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

Based on discussions with service users, staff members and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

Evidence to support strengths in this quality statement is detailed under Quality Statement 1.1.

Consultation information asked specific questions relating to the quality of staffing within the service.

Areas for improvement

This section should be read in conjunction with associated comments made under Quality Statement 1.1.

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

Based on discussions with service users, staff members and a review of sampled written evidence, this service was found to have a very good performance in relation to this statement.

We evidenced a wide range of information relating to the development of the staff team within the service, methods include:

- * Staff development and training policy
- * Staff PDP (personal development planning) meetings
- * Annual learning and development staff team analysis
- * Induction procedure
- * 'Whole staff' review of service policies and procedures
- * Records of staffs participation in a range of training and development opportunities
- * Staff meeting records

Staff qualifications are in line with the Scottish Social Service Councils (SSSC) qualification framework.

Staff qualifications were relevant to the support needs of the children and young people attending the service.

Through discussion, staff confirmed a 'whole team approach' in the promotion of children's physical, emotional, social and educational potential. Staff confirmed they are actively encouraged to 'think outside the box.'

Parents and carers highly praised the commitment of the manager and staff team. They told us they were approachable, professional and caring.

Staff supervision and appraisal systems were in place. Through discussion, staff confirmed they met regularly with the manager of the service to identify training and development opportunities. Staff felt very well supported by the manager of the service.

A framework of meetings for staff to meet and discuss and reflect on practice was in place.

The Inspector evidenced a wide range of information relating to the ongoing development of the service, the manager readily demonstrated a high level of professional competence and skill through a good understanding of her own profession. The manager was committed to her own professional development.

Consultation information evidenced related to how effective staff were within the service and the relationships they had with children, parents and carers.

Of the five responses returned by parents and carers all strongly agreed that staff understand the things that are important to me.

Areas for improvement

The manager of the service continues to support staff to access disability specific training around communication and autism.

The service should continue to monitor and maintain the very high standards of quality detailed within this statement.

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

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have an very good performance in relation to this statement.

Evidence to support strengths in this quality statement is detailed under Quality Statement 1.1.

Consultation information asked specific questions relating to the quality of management and leadership within the service.

Of the five written responses returned by parents and carers four strongly agreed and one agreed that they were overall happy with the quality of care their child received in the service.

Areas for improvement

This section should be read in conjunction with associated comments made under Quality Statement 1.1.

The service should continue to monitor and maintain the very high standards of quality detailed within this statement.

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

Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have an excellent performance in relation to this statement.

The Inspector evidenced a wide range of information relating to how the quality of service provision is monitored and evaluated, tools used to measure and monitor the quality of service provision include the National Care Standards, Action for Children monitoring procedures and improvement/action plan.

The Inspector evidenced information relating to the implementation of further methods to monitor and evaluate the quality of care within the service. Current methods include observation of practice, staff and senior management meetings, auditing of support plans and auditing by external managers.

Staff meeting minutes were available, in conjunction with the management team staff have committed to attend a certain number of staff meetings throughout the year.

Through discussion staff confirmed services policies and procedures are reviewed at meetings, recent updates to procedures have included the completion of support plan monitoring procedures.

The Inspector evidenced a wide range of information relating to the ongoing development of the service, the manager and staff team readily demonstrated a commitment to the services aims and objectives.

Opportunities for staff to reflect on their practice were part of the current monitoring procedures.

Parents, carers, children, young people and staff have the opportunity to contribute to the evaluation of the service

Of the five written responses returned by parents and carers two strongly agreed and three agreed that managers and staff ask me for my ideas often enough.

Areas for improvement

The service should continue to monitor and maintain the very high standards of quality detailed within this statement.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

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

n/a

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

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	6 - Excellent
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	6 - Excellent

6 Inspection and grading history

Date	Type	Gradings	
31 Mar 2012	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
16 Feb 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
23 Aug 2010	Announced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed

Inspection report continued

30 Mar 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
13 Jan 2010	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
31 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	Not Assessed Not Assessed 5 - Very Good 4 - Good
24 Dec 2008	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 4 - Good 4 - Good 4 - Good

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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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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