

Kibble Campus – North School Care Accommodation Service

Kibble Education & Care Centre
Goudie Street
PAISLEY
PA3 2LG

Telephone: 0141 889 0044

Type of inspection:
Unannounced

Completed on:
19 February 2024

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2022000009

About the service

Kibble Campus - North registration has four houses situated within Paisley. The service can accommodate up to 31 young people. The houses were nicely decorated and were close to local amenities. On site there is also Goudie Academy which many of the young people also attended.

About the inspection

This was an unannounced inspection which took place on 29 January to the 6 February 2024, between the hours of 09:00 and 23:30. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 10 people using the service and 23 of their family/friends/representatives
- spoke with 12 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Staff had good relationships with the young people.
- Incidents required more detail, and oversight from managers.
- Young people were supported to build relationships with their families.
- Mealtimes needed to be more nurturing and healthy.
- There was good outcomes for young people attending school or further education.
- Administration and recording of medication needed to be more accurate.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support children and young people's rights and wellbeing?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support children and young people's rights and wellbeing?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

We found that some young people had not always been able to be kept safe. Some young people had been placed at risk whilst in the community. We also found some young people were restricted from having time in the community and told us, "I would like to go out by myself." We did find the service to have good working relationships with the police to support young people if they didn't return home or left without permission. However, we felt that the service needed to ensure they could meet the needs of the young people and keep them safe.

There had been no instances of bullying reported within the service. We were able to review how young people were supported to make complaints if they did have any concerns. This process was robust and ensured that young people had the opportunity to share their views. There was also access to advocacy, if young people felt they needed further support.

The service had both child protection policies and processes, and these were currently under review. Some variances in implementation increased the risk of consistently good outcomes and the voice of the child needed to be captured more appropriately within the procedure. We will review the revised safeguarding policy at the next inspection. **(See area for improvement 1.)**

The service had a good process in place for recording incidents. However, we felt this was not effective and needed more oversight from managers. We found the recording was not detailed and missed key information around the support the young person should receive. We were also concerned about the language used within the documents, which was not empathetic towards the young people. This is important to ensure the safety of young people during the use of restrictive practice and ensure this is used as a last resort. **(See requirement 1.)**

It was pleasing to see the staff had been trained in a trauma informed approach to care. There had also been the introduction of staff meetings to better understand the needs of the young people. Staff told us, "It has been really good in helping us develop our knowledge." We also observed lots of fun and laughter between staff, which reflected the positive relationships. One young person told us, "My key worker has gone above and beyond to support me." We found the service could further improve this approach by making houses more individualised and homely. This would help develop a trauma informed approach to all aspects of care in line with 'The Promise'.

There was access to a specialist intervention team, which was beneficial to the young people. Young people told us, "I feel much better after I see them." We recognised the importance of this support for young people and how it supported them to grow and develop. The staff team also recognised the benefit this had on the young people and developing their practice.

We found there was good systems in place to audit medication. However, these were not effective in rectifying reoccurring errors. There had also been some instances where medication had been given in error and these had not been notified to the Care Inspectorate. **(See area for improvement 2.)** Further training and review of the procedure would help support the safe administration and recording of medication.

Young people were encouraged to learn through school or further education. One young person had secured a volunteer placement and told us, "I really enjoy working." This had the potential to also provide a paid employment for the young person. Other young people were attending school, college and the skills academy. This allowed young people to achieve and develop confidence in their abilities.

Staff were passionate about promoting family relationships. We saw good outcomes where they had worked closely with families to support young people to return home. In other circumstances they also encouraged young people to visit the service after they had left. Staff recognised the importance of maintaining relationships and the support this provided for young people. This ensured lifelong relationships developed and young people felt a sense of belonging.

Mealtimes needed to be more nurturing and nutritious. Young people told us, "I don't like the food we get." We found there was a lack of structure at mealtimes, and often young people disliked the meals on offer. This led to young people opting for processed meals which did not provide a balanced diet. There continued to be two nights where staff cooked for young people, which young people enjoyed. We hope this can continue to develop, to provide more homely, nurturing meals. **(See area for improvement 3.)**

Requirements

1. By 30 April 2024, the provider must ensure there is an effective quality assurance process of incidents.

To do this, the provider must, at a minimum:

- a) ensure incident records are reviewed by a manager
- b) ensure incidents record the full detail of what happened
- c) ensure the length of restrictive practices are recorded
- d) ensure all relevant parties are informed of the incident.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

Areas for improvement

1.

To support robust and timely investigation of child protection concerns, the provider must ensure there is a consistent approach. This should include, but is not limited to, ensuring the procedure details how external agencies will be contacted, ensuring the policy reflects on the voice of the child and ensuring there is a consistent approach with all staff following the receipt of an allegation.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals

made' (HSCS 3.22).

2.

To support children's wellbeing and health, the provider should ensure there are a wide range of healthy meals available to young people.

This should include, but is not limited to, ensuring there is alternative healthy options prepared for young people. Mealtimes are nurturing and established as part of the house's routine.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33).

3. To support children's wellbeing and health, the provider should ensure there is effective quality assurance of the administration and recording of medication.

This should include, but is not limited to, ensuring when errors are identified there is a clear action to prevent the reoccurrence of this happening again. These instances should also be reported to the Care Inspectorate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support children's wellbeing, learning and development, the provider should ensure that there is a consistent approach to child protection concerns. This should include, but is not limited to, ensuring the same procedure is followed for each individual when protection concerns are raised.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made' (HSCS 3.22).

This area for improvement was made on 5 April 2023.

Action taken since then

Reinstated as a requirement.

Complaints

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

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	3 - Adequate
7.1 Children and young people are safe, feel loved and get the most out of life	3 - Adequate

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