

# Spark of Genius Woodside Care Home Service

Woodside Farm  
Dalrymple Road  
Coylton  
Ayr  
KA6 6HQ

Telephone: 01292 570 427

**Type of inspection:**  
Unannounced

**Completed on:**  
6 May 2024

**Service provided by:**  
Spark of Genius (Training) Ltd

**Service provider number:**  
SP2006008009

**Service no:**  
CS2015342800

## About the service

Spark of Genius - Woodside was registered with the Care Inspectorate in January 2016 and is registered to provide residential care for up to six young people within two houses in Ayrshire. One house is registered for up to five young people, and the other for a single young person.

The main accommodation consists of five bedrooms with shared kitchen, bathroom and laundry facilities. There are three different living areas within the house, as well as a small room used as an office. There are several unused outbuildings and a large garden area.

The smaller house consists of one bedroom available for a young person, a living room, kitchen, bathroom and a second bedroom that is used as an office and a staff sleepover room.

The service provider statement of purpose states that the overall aim is to 'provide care which helps a young person to make sense of past experiences and to develop coping strategies to deal with these, provide young people with positive, stimulating and enjoyable experiences and to help young people (and wherever possible their families/networks) to plan towards a positive and successful future'.

At the time of the inspection, four young people were using the service.

## About the inspection

This was an unannounced inspection which took place on 1st and 2nd May 2024. 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 three people using the service, one family member and one representative
- Spoke with six staff staff and three management
- Observed practice and daily life
- Reviewed documents

During our inspection year 2024-2025 we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children's right to continuing care and how children and young people are being helped to understand what their right to continuing care means for them.

Any areas for improvement will be highlighted in this report.

**Key messages**

- Staff had built positive relationships with the young people.
- There had been a reduction in restrictive practices.
- Staff were developing and employing effective communication methods with young people.
- Young people's identities and beliefs were respected and supported.
- Young people were supported to meet with family and others of importance to them.
- The standard of young people's care plans and assessments had been raised.
- Staffing levels were being efficiently assessed in accordance with young people's needs.
- Staff training was accessed and completed in accordance with young people's needs.

**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?	5 - Very Good
--	---------------

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?

5 - Very Good

We evaluated this key question as very good. This was because we found major strengths in supporting positive outcomes for people whilst finding very few areas for improvement. Those that did exist, we considered would have minimal adverse impact on people's experiences and outcomes.

The young people were supported by staff who understood their needs well. Strong supportive relationships had been established and more were being nurtured with those new to the home. Young people felt safe and respected by the staff and we observed warm, caring interactions between the young people and staff. Staff were alert to any issues that were emerging for young people and supported them to enjoy stable relationships within the house. Through these responses young people were assured that staff considered their safety and wellbeing a priority. They therefore trusted staff and knew they could confide in them should they want to. Through developing this practice, the staff had achieved a stable environment for the young people to thrive in.

An enabling approach was taken to the management of risk. Where young people had expressed a wish to engage in particular activities the staff group agreed boundaries for young people, and actions to support them in their chosen activities, where appropriate. Offering young people risk managed opportunities at a pace and level to suit them assisted in developing their resilience as well as ensuring their rights. This included meeting with friends and family. Young people were subsequently supported and encouraged to maintain friendships and relationships that were of great importance to them outwith the home.

Young people's engagement with activities in the community was also promoted and they were enjoying visiting places of particular interest to them in addition to having new experiences. In addition to nurturing their self-esteem and sense of identity, participating in community events and visiting local places of interest was providing educational opportunities. This was particularly important for some young people who were not currently in receipt of formal education. Some young people's education plan had not been implemented. However this was not the responsibility of the care home staff or manager, who were clearly advocating on behalf of young people to have their right to education respected. The service provider should continue to advocate strongly for the young people to access education and ensure their rights are met.

Advocating for the young people in this way demonstrated to them that their rights were being respected. This also included the right to continuing care and some young people had successfully transitioned to the next stage of their support following a period of continuing care in the service. The views and individual preferences of young people were being sought and their engagement in developing their care plans and risk assessments was encouraged. The staff ensured young people's voice was heard through conducting specific meetings to gather individual views and collectively for group decisions.

Managers were developing staff to reach high standards of care. Development days and workshops had been conducted to aim for consistency in practice. These also aimed to ensure staff had a competent level of knowledge of subjects such as child protection and trauma informed practice. Further reflective discussions were had within supervision sessions with staff and in team meetings to ensure the effectiveness of this training. These practices assisted in staff's actions to keep young people protected and safe.

Senior managers, external to the home, were regular visitors. They conducted quality assurance visits, admission and matching assessments and provided further assurances to young people that they had support outwith the home if needed.

Staffing level assessments were conducted weekly and considered staff's skills and experience in supporting the young people's individual needs. Whilst there had been a high turnover of staff, this had settled and a consistent and stable staff team, in sufficient numbers, was available to young people. Staff were recruited through safer staffing principles, with background checks, qualifications and references being confirmed. Staff's training was provided through the services online training provider and through face-to-face training days. These recruitment practices ensured there were enough knowledgeable staff to support the needs of the young people.

Managers tracked the staff training to ensure all staff had completed, or were to attend, mandatory training. Further training was provided to the staff group that related to the particular needs of the young people. The knowledge staff gained through training was discussed in regular supervision discussions. This training contributed to the support and well being of the young people.

Quality assurance was conducted through manager audits of service records, external manager themed inspections and external agency quality assurance inspections and reports. These processes monitored young people's strengths and areas to develop. Issues identified as priority were being addressed in a timely manner with further actions scheduled for lower priority issues.

The service manager had allocated a member of staff to be a Promise lead. Through this development young people's views on their wellbeing, achievements, and positive outcomes will be gathered and discussed within the service development plan.

We found some wording of the services continuing care guide for young people and continuing care policy that we believe could be misleading. The service provider has agreed to review this wording.

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

### Requirements

#### Requirement 1

By 14 January 2024 the provider must ensure the safety and wellbeing of young people is robustly supported. To do this the provider must:

- 1) To ensure all staff are familiar with, and competent in, their role and the duties required of them in accordance with Scotland's national guidance for child protection.
- 2) Ensuring a consistent approach is taken to safeguarding concerns. This should include the timeous escalation of safeguarding concerns to partner agencies including the police.
- 3) Staff members should not be deployed to work with children where there is an allegation of abuse.

**This requirement was made on 31 October 2023.**

#### Action taken on previous requirement

Manager's workshops on child protection, staff development days with child protection scenarios discussed, child protection training completed by staff and these discussions reviewed and reflected on in supervision.

**This requirement has been met.**

**Met - within timescales**

#### Requirement 2

By 14th January 2024 the service provider must ensure the matching process and ongoing placement reviews consider whether the service can effectively meet and continue to meet the needs of young people. The service provider should also review and improve the quality of admissions assessments and matching for children and young people to assure that they receive the support they need to grow, thrive, achieve their potential, and experience placement stability.

**This requirement was made on 31 October 2023.**

#### Action taken on previous requirement

The service admissions and matching processes had been reviewed and matching assessments completed in full. These included impact assessments on young people resident in the service and considering the dynamics of introducing new residents. **This requirement has been met.**

**Met - within timescales**

### Requirement 3

By 14th January 2024 the service provider should ensure that there are at all times suitably qualified and competent individuals are working in the care service in such numbers as are appropriate for a) the health, wellbeing and safety of service users and b) the provision of safe and high-quality care. To do this the service must:

- a) Assess and review the staffing levels in accordance with the young people's needs in relation to their physical, social, psychological and recreational needs and choices,  
And
- b) Review the staff training to ensure robust implementation of training in relation to trauma informed approaches to care and the specific needs of the young people as assessed in care plans and risk assessments.

**This requirement was made on 31 October 2023.**

#### Action taken on previous requirement

The manager was conducting weekly staffing levels assessments considering the needs of the young people and the skills and experience of the staff group. Staff were accessing and completing training with the services online training provider and the training being reviewed by managers and senior staff in supervision with staff. **This requirement has been met.**

**Met - within timescales**

### Requirement 4

By 14th January 2024 the service provider must ensure that young people's health and wellbeing are fully assessed with risks and effective strategies to address risk identified. To do this the service provider must ensure that all young people's risk assessments inform strategies to address risk, are fully completed, up to date and reviewed in accordance with their own policy.

**This requirement was made on 31 October 2023.**

#### Action taken on previous requirement

Young people's views were being taken into account in determining how to support them and risk strategies were in place for each young person to manage or reduce risks. **This requirement has been met.**

**Met - within timescales**

### Requirement 5

By 14th January 2024 the service provider must review the services quality assurance processes to ensure that identified areas and actions are responded to and that there is continuous, robust evaluation of children and young people outcomes, experiences and their setting. This is to ensure they receive the best possible care and support in high quality surroundings, underpinned through the implementation of high quality, SMART, care planning and risk assessment strategies.

**This requirement was made on 31 October 2023.**

## Action taken on previous requirement

Manager's audits, external manager quality assurance themed visits and external quality assurance visits were being conducted and findings recorded to inform development areas. The service director also visited the service for quality assurance oversight and to monitor progress. **This requirement has been met.**

Met - within timescales

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.