

Riverside House School Care Accommodation Service

1 Bridgend
Newmilns
KA16 9BU

Telephone: 01560 323 436

Type of inspection:
Unannounced

Completed on:
23 May 2024

Service provided by:
Spark of Genius (Training) Ltd

Service provider number:
SP2006008009

Service no:
CS2005093148

About the service

Riverside House is registered as school care accommodation service. It is one of a number of services operated by Spark of Genius. The service is registered to care for a maximum of seven young people. Young people have their educational needs met by attendance at learning centres provided by Spark of Genius, or at other educational provision, whichever is identified as being most appropriate. Riverside House is located in the town of Newmilns in East Ayrshire. It is a large detached house that is decorated, furnished and maintained to a high standard. Each young person has their own bedroom and most have ensuite facilities. The house also has many communal areas as well as two kitchens and office facilities.

About the inspection

This was an unannounced inspection which took place on 15 May 2024 between 11:00 and 18:30 and 16 May 2024 between 09:00 and 13:00. 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 4 young people, and met 2 more;
- spoke with 6 staff and managers;
- spoke with one parent/carer;
- observed practice, the environment and daily life; and
- 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

- Young people experienced kind and compassionate care.
- Trauma training should be prioritised
- Some young people were in the early stages of building relationships and trust
- Most young people had established positive relationships and enjoyed fun and banter with their adult carers
- Young people were very well supported to maintaining positive relationships with the people who were important to them.
- The service needs to emphasise to placing authorities the requirement for welfare assessments for young people approaching continuing care thresholds.
- Young people would like to see an improvement to the Wi-Fi

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
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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?

5 - Very Good

An evaluation of very good was awarded to this key question, as significant strengths were identified that supported positive outcomes for children.

Most of the young people were kept emotionally and physically safe in the house. One young person felt less safe recently and was concerned about staff safety and their own emotions during periods of distress shown by other young people. Another young person did not feel safe because they were in the early stages of building trust. However, staff knew how to keep young people safe. Most staff had completed child protection training and all spoke confidently about the actions they would take in relation to child protection matters. Some staff had completed trauma training and, whilst all worked in a trauma informed way, it is important that trauma training is prioritised in order to help staff understand the rationale of trauma informed practice.

Restrictive interventions were used as last resort to support young people in crisis. Whilst these had increased for a period, as a result of confident use of de-escalation techniques and building positive relationships, there had been a reduction leading up to the inspection. The team were particularly good at recognising the signs of young people becoming overwhelmed with emotions and quickly providing emotional support.

Staff were kind and nurturing in their care of young people. Young people were confident in their approach to staff and actively sought to be with them. Affection and cuddles were offered freely and were led by the needs of the young people. Staff listened and acted upon young people's views. There was a sense of fun in the house and young people enjoyed stimulating conversations and entertaining interactions. Staff were ambitious for the young people and offered advice about how to stay safe and plan for the future.

In the main, young people got on well together, though there were clear tensions within the group. However, we saw that staff encouraged young people to be respectful of each other and were aware of the dynamics of the group, appropriately intervening if there were disagreements between young people.

An assessment of staffing levels identified factors for consideration in assessing staffing levels and balance. This included young people's appointments and the dynamics of the group of young people. This helped to ensure that young people had individual time with staff and that staff were well prepared to fully engage in activities with young people.

Mental and physical health was strongly promoted with access to psychological services both internally and externally. Health appointments were prioritised and medication stored and administered effectively.

At the time of the inspection there were some young people who had not stayed at Riverside for very long and others who had been living there for a significant part of their lives. This resulted in mixed outcomes for young people, with some young people still in the early stages of building relationships and trust. Most young people were attending and achieving at school or college. There had been significant successes for some young people in reducing unsafe behaviours, building confidence and self-esteem.

The importance of the key people in young people's lives was fully recognised and young people were fully supported to maintain relationships with family and friends.

Some of the young people were experiencing continuing care and there was a strong commitment to supported them to remain at Riverside. The provider was in the process of reviewing their continuing care policy to further clarify that commitment. Welfare assessments did not happen routinely and whilst this is recognised as the responsibility of the placing authority, where the provider is not a local authority the service need to make it clear to the local authority that this is a legal requirement and there is an expectation and arrangement for this to be done. See Requirement 1

Care plans and risk assessments were SMART (specific, measurable, achievable, relevant and timebound) and provided very good guidance for staff. They clearly identified risks and strategies to help young people stay safe and make progress. The language used in care plans was framed positively and in line with the commitments of the promise. Young people were, when they wished, fully involved in their care plans.

The house was homely and comfortable. Some recent redecorated had been made and plans were being made for further refurbishment of the house. There were some things that needed to be repaired both in the communal areas and in young people's bedrooms. We discussed this during the inspection and the manager committed to ensuring repairs were carried out. Young people spoke about the difficulties with the Wi-Fi in some areas of the house which often affected the TV. We asked the manager to try to resolve this. See area for improvement 1.

Requirements

1. The provider must ensure that welfare assessments are carried out timeously for young people who are eligible for continuing care .

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:

"My future care and support needs are are anticipated as part of my assessment (HSCS 1.14)

"My human rights are central to the organisations that support and care for me"

(HSCS 4.1)

Areas for improvement

1. 1. In order for young people to live in a suitable environment with the facilities that they need, the provider should develop a plan of action to improve the Wi-Fi in certain areas of the house.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which states that "If I experience 24 hour care , I am connected, including access to a telephone, radio, TV and the internet". (HSCS 5.10)

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?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

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