

Springfield House Care Home Service

Ladeddie Farmhouse
Drumcarrow
Cupar
KY15 5TY

Telephone: 01334 840 890

Type of inspection:
Unannounced

Completed on:
2 August 2024

Service provided by:
Applied Care & Development Limited

Service provider number:
SP2003003432

Service no:
CS2013317845

About the service

Springfield House is a care home service registered to care for up to nine young people. The provider is Applied Care and Development Limited (ACAD).

The service is situated in a rural area near Cupar in Fife and operates from two premises, Springfield House and Ladeddie Steading. Springfield House is a detached, two-storey former farmhouse. It has five bedrooms, four of which are en suite, one bathroom, one shower room, a living room, a dining room, conservatory and kitchen.

Ladeddie Steading is a single-storey house, and has five bedrooms with en suite, living room, dining room kitchen, and an internal courtyard area. Ladeddie Steading also has a separate annexe which is not currently in use. Both houses are in close proximity and have their own office, parking, outbuildings, and extensive gardens.

About the inspection

This was an unannounced inspection which was carried out by two inspectors from the Care Inspectorate. The inspectors visited on 29 July 2024 between 12:15 and 17:15 and 30 July between 12:30 and 17:30. Feedback was provided on 2 August 2024.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration and complaints information. We also reviewed information submitted by the service and information gathered throughout the inspection year.

To inform our evaluation we:

- Met with three young people using the service and spoke to three family members
- Spoke with six members of staff and management
- Spoke to representatives from social services and advocacy services
- Reviewed survey responses received from young people, family, staff and external professionals
- Observed practice and daily life
- Reviewed key 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 and additional senior staff had been recruited to support young people's consistency of care.
- Staff spoke about their commitment to caring for young people, and the importance of relationships.
- Staff felt supported by the leadership team, and quality assurance processes were comprehensive to ensure ongoing evaluation of young people's outcomes.
- The service had significantly improved its response to child protection, this included staff training and clear incident recording to inform preventative practice.
- The service had completed admissions and matching assessments for some young people, however these could be developed further to better inform young people's support.
- The service had improved its care planning documents, however these could be developed further to embed rights-based practice and trauma informed care.

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?	4 - 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?

4 - Good

This inspection considered our key question 7: How well do we support children and young people's wellbeing? This key question has two quality indicators associated with it. We evaluated the key question as good, as there was a number of important strengths which were outweighed by areas for improvement.

Observations of young people and information from family members indicated that young people felt safe in the service. The service had considerably improved its response to child protection. This included child protection training, adult protection training and reviewing organisational learning. Practice around incident recording had also significantly improved. This included undertaking incident analysis which informed preventative, risk assessed practice. We made a requirement in our report dated 11 July 2023 in relation to child and adult protection. This requirement has been met.

There was a varied level of staff skill and experience within the team, therefore trauma-informed care was not yet embedded in staff practice. We found that there was a lack of therapeutic work undertaken with young people, and strategies used to support young people could be developed. It was pleasing to see that the service had identified this as an area for development. Staff had received thorough inductions, commenced training and regular opportunities for staff reflection were facilitated. We look forward to seeing the impact of this progress at future inspections.

Staff knew the young people well and staff spoke about the importance of relationships with young people, in order to support their emotional wellbeing. Young people's individual talents and interests were promoted, and involvement in activities was supported by staff. This included young people playing in paddling pools, pitching tents, and celebrating special occasions. It was pleasing to see that the living and garden areas had been refreshed, and there were plans to continue to develop the environment.

The majority of young people had access to independent advocacy. For young people who did not have advocacy in place, the service was exploring how young people could meaningfully access this. Children and young people's views were sought, and the service was developing its own resources to support young people's communication and participation. Understanding around The Promise, children's rights and how to support young people's rights, could be developed further. It was pleasing to see that the service had identified this as an area for development, and we look forward to seeing the impact of this at future inspections.

Young people were also supported to maintain connections to people important to them. One family member commented that they felt that staff were inclusive, respectful, and non-judgemental. Young people were also supported to access services, including health and education. All young people had care planning and risk assessment documents. It was pleasing to see that these had been developed since the last inspection. This included improving recording and quality assurance processes, which improved communication within the staff team and consistency of care for young people. Care planning documents could be developed further to support therapeutic care, by considering strategies used to support young people.

The service had reviewed its development plan, since the last inspection, which reflected the service's vision. The staff team had experienced significant changes to the team. It was pleasing to see that recruitment had been successful. Additional staff had been recruited, and young people had been involved in this process. We found that this had improved the availability of staff, atmosphere in the house and the consistency of care young people received. It was pleasing to see that a staffing needs assessment had been developed since the last inspection to continue to review staffing arrangements.

The service supported continuing care, and young people's transitions to Springfield House, to support successful outcomes for young people. This included visiting young people and their family, and getting to know them prior to their arrival. The service had completed impact assessments for some young people. For other young people, these were not in place. Assessments could be developed further to ensure that they clearly inform how young people will be supported, and how staff will meet their needs. We made an area for improvement in our report dated 11 July 2023 in relation to admissions and matching. This area for improvement has not been met.

Staff commented that they felt supported by the leadership team. All staff reported that they benefited from regular advice and guidance through effective supervision, team meetings, observations and opportunities for reflection. Staff training was tracked, identified, and development days held, relevant to the young people's needs. Quality assurance processes were in place to monitor service delivery. These were detailed and comprehensive including management and external management audits which informed the service's development plan. This meant that there was a continuous evaluation of young people's outcomes, experiences and their setting.

We made a requirement in our report dated 11 July 2023 in relation to child and adult protection. The service has now met this requirement. This was to ensure the safety of children and young people by consistently implementing child and adult protection procedures. See What the service has done to meet any requirements we made at or since the last inspection.

We made an area for improvement in our report dated 11 July 2023. This was to ensure that decisions about admissions were fully informed by a robust, clearly evidenced assessment and matching process. This was not met. See What the service has done to meet any areas for improvement we made at or since the last inspection.

Areas for improvement

1. In order to ensure young people have the service that is right for them, the provider should ensure that decisions about admissions are fully informed by a robust, clearly evidenced assessment and matching process.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19) and 'I am in the right place to experience the care and support I need and want' (HSCS 1.20).

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

Requirements

Requirement 1

By 11 September 2023, the provider must ensure the safety of children and young people by consistently implementing adult and child protection procedures. This must be informed by effective reflection on safeguarding issues.

To do this the provider must at a minimum:

- a) ensure effective training is in place and has been undertaken to ensure staff who have lead responsibility for safeguarding have a demonstrable understanding of implementing appropriate procedures and young people and children are protected
- b) ensure there is reflection and learning from the protection concerns highlighted
- c) ensure that child, adult protection, and safeguarding concerns are reported to the appropriate agencies, including the Care Inspectorate, social work department, and any other relevant agencies.

This is in order to comply with Regulation 4(1)(a) 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 am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

We extended the timescale for meeting this requirement to 26 November 2023.

We further extended the timescale for meeting this requirement to 14 February 2024.

This requirement was made on 11 August 2023.

Action taken on previous requirement

a) At previous inspections, all staff had completed an online child protection learning module and in-house child protection training. We saw evidence of those with lead responsibility having access to child protection training, and new staff in leadership positions commencing this in the near future.

We found that all staff had completed adult protection training, and this had been developed to be relevant to the needs of the service.

A training analysis had been completed and a training plan was in place, detailing mandatory, specialist and leadership training.

b) We reviewed evidence that child protection concerns highlighted during the initial inspection had been reflected and learned from.

The service had introduced reflective logs, and these were consistently being completed.

c) We found that safeguarding concerns had been reported to the social work department. At this inspection, we found that the Care Inspectorate was also notified. Incident recording, analysis and quality assurance processes have been implemented.

Met - outwith timescales

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

In order to ensure young people have the service that is right for them, the provider should ensure that decisions about admissions are fully informed by a robust, clearly evidenced assessment and matching process.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19) and 'I am in the right place to experience the care and support I need and want' (HSCS 1.20).

This area for improvement was made on 11 August 2023.

Action taken since then

Young people's transitions to Springfield House were supported, including visiting young people and getting to know them prior to their arrival.

The service had completed impact assessments for some young people. For other young people, these were not in place.

Impact assessments could be developed further to ensure that assessments are individualised and that all information is recorded. This would inform how young people will be supported, and how staff will meet their needs.

This area for improvement has not been met.

Complaints

Please see our website for details of complaints about the service which have been upheld.
www.careinspectorate.com

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	4 - 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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.