

Sunflower Cottage Care Home Service

5 Raith Grove
Kirkcaldy
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Telephone: 07511293437

Type of inspection:
Unannounced

Completed on:
19 September 2024

Service provided by:
Fife Council

Service provider number:
SP2004005267

Service no:
CS2023000222

About the service

Sunflower Cottage is Fife Council Care Home for children and young people with additional needs. It is a modern detached property over two floors with a private garden in Kirkcaldy.

About the inspection

This was an unannounced inspection which took place between 10am and 7pm on 17.09.24 and 10.30 to 4pm on 18.09.24.

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 to two parents and had survey feedback from a third parent, spoke with seven staff and management, observed practice and daily life, reviewed documents, and spoke with three placing social workers.

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 requirements or areas for improvement will be highlighted in this report.

The provider of this service is a corporate parent, with statutory responsibilities to look after and accommodate children. This may mean that the duty to care for children and young people on an emergency basis, or with highly complex needs, is their highest safeguarding priority.

In these circumstances our expectations, focus on outcomes and evaluations remain identical to those of all other providers. We may, however, provide some additional narrative in the body of the report to reflect the impact of these duties, should it be relevant to this particular service.

Key messages

- Children and young people were kept safe in the service emotionally and physically
- Children and young people experienced warm and nurturing relationships with the staff team based on compassion and a full understanding of their needs.
- Leadership in the service contributed to positive outcomes.
- The quality of staff de-briefing could be improved to enhance learning and reflection.
- The outdoor environment could be enhanced to meet children and young people's sensory needs
- Staffing levels should be reviewed to support children and young people's engagement in community activities.

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
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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?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

Children and young people were kept safe in the service emotionally and physically. Staff were knowledgeable about children and young people's needs and were aware of strategies to manage risk. Appropriate supervision levels were in place within the service and in the community, and the service collaborated with external professionals in risk management to ensure safety. One parent told us that their child was "safe and happy" in the service and had high levels of confidence in the staff team.

Children and young people had access to advocacy via an external agency to ensure their views were heard. Parents were fully included in care planning and were able to advocate on behalf of their children.

Clear child protection procedures were in place within the service and staff were aware of their safeguarding responsibilities. There had been no child protection concerns for children and young people using the service since it's registration.

Children and young people experienced therapeutic and stable care which supported their emotional wellbeing. Detailed support plans were in place which identified appropriate support strategies and reduced the need for the use of restraint. A new approach to de-brief using pictures and social stories was in place to support engagement for children and young people with additional needs.

Staff were trained in trauma-informed practice and restraint reduction as part of wider service development and team meetings were used to reflect on practice. The service should improve the quality of de-briefs following incidents to further support staff reflection and learning, this will form an area for improvement (see area for improvement 1).

Children and young people experienced warm and nurturing relationships with the staff team based on compassion and a full understanding of their needs. Warm interactions were observed during inspection and children and young people were treated with respect. One social worker told us "Sunflower staff know my young person very well and interact with them very positively, they understand that they respond well to humour and are able to use this constructively to aid their understanding and support them to self regulate". One parent told us that staff "genuinely cared" about their child and that relationships in the service were very positive.

The service was generally well maintained but communal space was limited and was not well utilised by children and young people during the inspection. The service has a private garden which could be improved to more fully meet the sensory needs of children and young people, this will form an area for improvement (see area for improvement 2).

Visual communication tools were used to support children and young people to engage in their care planning and a new child friendly care plan template was in place to further promote participation.

Children and young people's health needs were fully met and the service worked closed with families to maintain meaningful connections. Children and young people were in education and school attainment was supported.

The departmental wide Continuing Care Policy was in draft form and was not yet implemented, the approach to continuing care will be reviewed at the next inspection.

Children and Young people benefitted from care planning that was person centered and SMART (Specific, Measurable, Attainable, Relevant, Timebound) goals were in place. Some goals could be more individualised to children and young people's needs to further promote positive outcomes.

Leadership from registered managers and external managers was supportive and empowering to staff and championed the best positive outcomes. Staff were positive about the role of managers within the service and external managers were visible and approachable. Staff received regular supervision and safer recruitment procedures were in place.

Admissions had been well considered and transitions for young people moving to alternative services were planned which supported trauma free and successful outcomes.

A full staff team was in place which had improved the consistency of support provided to children and young people following a period of staff turnover where the team had been less stable. The service had a mix of new and experienced staff, and the stability of the staff team had allowed trusting relationships to develop.

A staffing needs assessment was in place which outlined the staffing levels required to meet assessed need. Consistent feedback from parents, staff and social workers was that at times staffing levels were limiting opportunities for children and young people to access community resources. The service should review its staffing needs assessment to ensure that children and young people are more consistently able to access community resources. This will form an area for improvement (see area for improvement 3).

A service development plan was in place informed by quality assurance activity undertaken by the service. The provider has a commitment to sustained development and has a program of improvement to further improving outcomes for children and young people.

Areas for improvement

1. To ensure children and young people experience consistent therapeutic care, and to reduce the use of restrictive practice the provider should improve learning opportunities when incidents occur.

This should include but is not limited to:

- a) Ensuring that de-briefs offer staff opportunities to reflect on decision making and the management of incidents.
- b) Use learning from these de-briefs to inform care planning and the support that children and young people receive, in particular how use of technology is managed within the service.

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

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

2. To meet children and young people's sensory needs the service should look to develop the outdoor space at the property to enhance it's use.

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

"I can use an appropriate mix of private and communal areas including accessible outdoor space, because the premises have been designed or adapted for high quality care and support" (HSCS 5.1)

3. To ensure that children and young people are able to consistently access community opportunities the service should ensure that the right number of staff are in place.

This should include but is not limited to

A review of staffing assessment to identify how children and young people can be supported to increase access community resources.

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

"My needs are met by the right number of people" (HSCS 3.15)

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?	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

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