

Action for Children - Stoneside Project Care Home Service

Action For Children
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Type of inspection:
Unannounced

Completed on:
27 November 2024

Service provided by:
Action for Children

Service provider number:
SP2003002604

Service no:
CS2007164443

About the service

Action for Children Stoneside is a short break service for children with additional needs. It is a purpose built care home service on one level with a large garden.

About the inspection

This was an unannounced inspection which took place between 18 and 20 November 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 one young person that used the service, eight staff and management observed practice and daily life and reviewed documents. We had two responses from parents to our pre-inspection survey and written feedback from three external professionals.

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.

Key messages

- Children and young people experienced nurturing relationships within the service.
- Staff had received training in different communication strategies.
- The environment was well maintained with a large garden area.
- Staff turnover had impacted service delivery.
- Management had a clear plan in place to support ongoing improvement.

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 and were supported by knowledgeable staff who understood their needs. Clear plans were in place to support children and young people during their stay within the service which outlined their needs holistically.

Staff turnover had impacted the consistency of support provided to children and young people in the service and the capacity of the service to offer short breaks. A recent management review had identified the need to improve induction and upskill staff to improve their confidence to ensure that children and young people were well supported. Improvement work to address issues identified was underway with the aim of improving the consistency of care for children and young people using the service.

The service had a rights based approach to development linked to the Promise at both a service and organisational level. Children and young people in the service had care plan objectives that were appropriate to the level of contact with the service.

Staff had been trained in the use of Picture Exchange Communication System (PECs) and Makaton to support communication with children and young people and to promote their engagement with their care. The service should improve the consistency use of PECs to support transitions between activities for children and young people.

Robust safeguarding policies were in place and staff were aware of their responsibilities in this area which ensured any potential concerns were effectively monitored.

Children and young people experienced therapeutic and stable care which supports their emotional wellbeing. Children and young people in the service were not subject to restrictive practice. Staff were trained in theory to de-escalate situations and protective techniques but no safe holds were used. Staff had appropriate training to understand young people's support and communication needs.

Children and young people experienced spontaneity and fun from staff in the service and had access to a well maintained environment including a large garden area which had recently had a bike track added which provided opportunities for physical activity.

Children and Young People's mental and physical health needs were comprehensively met and staff engaged well with external agencies to ensure outcomes. Medication practice was robust and when issues had arisen with administration this was identified and reviewed by the service appropriately.

The service maintained close connections with family members of children using the service through telephone calls before and after visits to the service. Parents were asked for regular feedback about the service they received

Children and young people had the opportunity to engage in outings and activities within the service. Staffing ratios in the service allowed for individualised interests to be supported.

Young people over 18 were able to access the service on a Continuing Care basis and there was an enduring commitment to young people remaining in the service.

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 ensure the staff team are able to provide consistent support, the provider should ensure that staff wellbeing issues are addressed.

This should include but is not limited to, a review of staff ratios and management cover within the service, a review of training needs and staff induction, engagement with staff to address wellbeing issues.

This is to ensure that care and support is consistent with the health and social care standards which state that:

"I use a service and organisation that are well led and managed" (HSCS 4.23).

This area for improvement was made on 12 January 2023.

Action taken since then

- Recent management review undertaken which included engagement with staff.
- Improvement in induction and training provided to new staff.
- Development sessions undertaken.
- Increased emphasis on staff wellbeing.

This area for improvement has been met.

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
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<p>7.1 Children and young people are safe, feel loved and get the most out of life</p>	<p>4 - Good</p>
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