

Action for Children - Tayavalla Care Home Service

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Type of inspection:
Unannounced

Completed on:
5 December 2024

Service provided by:
Action for Children

Service provider number:
SP2003002604

Service no:
CS2003011489

About the service

Action for Children Tayallava is a residential short break service for children with additional needs. It is a purpose built single storey detached property with an enclosed garden attached.

About the inspection

This was an unannounced inspection which took place on 2 and 3 December. 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 parent and had feedback from 15 via our pre inspection survey. We spoke with seven staff and management, observed practice and daily life, reviewed documents and spoke with one external professional.

Key messages

- Children and young people were kept safe and experienced nurturing care.
- Children and young people's health needs were comprehensively met.
- Parents had a high degree of confidence in the service.
- The service should review access to community activities for children and young people.
- The format of care plans should be updated and plans should be more regularly reviewed.

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. Staff understood the needs of children and young people and provided a nurturing environment. One parent told us "The staff are all amazing and I have no concerns about leaving my child with them". Staff turnover and absence had impacted on service provision, further recruitment activity is planned to reduce the pressure on existing staff and management.

The service had robust procedures in place for child protection and staff had access to relevant training in safeguarding. There had been no child protection concerns raised by the service since the last inspection.

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 enjoy warm and trusting relationships with those caring for them. Staff were skilled in communicating with children and young people creating a homely environment. One parent told us the service was "like a second home". Staff understood children's needs well and that their behaviour was communication.

Staff were trained to support children's communication needs including Makaton and the Picture Exchange Communication System (PECs). This allowed children to fully participate in their care and express their views.

Children and young people benefitted from an environment that was well maintained with access to outdoor space. Improvements to the sensory room in the service were ongoing with plans in place to enhance the environment.

Children and Young People's mental and physical health needs were comprehensively met. Staff received specialist training to meet complex health needs and robust plans were in place to manage specific health conditions. Medication practice was robust with clear procedures and training in place for staff.

Communication with parents was effective in keeping them up to date about their child's stay. One parent told us "I'm always given a full written update of their stay with photos. The staff contact me if there's anything that needs addressed quickly and I know I can contact them at any time too."

Children and young people were supported to engage in a range of appropriate activities within the service and there were opportunities to engage in community activities both locally and further afield using the service's own transport. Feedback from staff was that at times staffing levels limited opportunities for outings for children and young people, the service should review its approach to planning to ensure that community opportunities are available more consistently (see area for improvement 1).

Care plans were in place for children and young people that outlined their needs and outcomes. Some care

plans had not been reviewed regularly and lacked detail in key areas. The service should review the content of care plans and ensure they are regularly updated when needs change (see area for improvement 2).

Areas for improvement

1. To ensure children and young people can more consistently access exciting experiences that broaden their horizons the service should review how community outings are planned.

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

"I can maintain and develop my interests, activities and what matters to me in a way that I like" (HSCS 2.22).

2. To ensure that children and young people's care needs are appropriately identified the service should improve its approach to care planning.

This should include but is not limited to:

- a) Reviewing the content of care plans to ensure all key information is captured.
- b) Ensuring that care plans are reviewed regularly and updated appropriately when needs change.

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

"My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices" (HSCS 1.15).

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 that children experience a high quality care environment the provider should ensure maintenance issues in the service are addressed.

This should include but is not limited to:

- a) Progressing repairs of windows in the service.
- b) Replacing sensory equipment in need of repair.

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

"I experience an environment that is well looked after with clean, tidy and well maintained premises, furniture and equipment" (HSCS 5.22).

This area for improvement was made on 20 December 2022.

Action taken since then

- Windows replaced.
- Sensory room in process of being revamped following fundraising activity.

Previous area for improvement 2

To ensure that staff have the right knowledge to support children's needs, the service should improve the delivery of key training to staff.

This should include but is not limited to:

- a) A review of staff training needs.
- b) Reducing delays in the delivery of key training for new staff.

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

"I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow professional and organisational codes" (HSCS 3.14).

This area for improvement was made on 20 December 2022.

Action taken since then

- Induction processes within the service improved with clear expectations for staff around training to be completed.
- Improved access to training for new staff.

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

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