

# Papdale Halls of Residence School Care Accommodation Service

Papdale Halls of Residence  
Kirkwall Grammar School  
Kirkwall  
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**Type of inspection:**  
Unannounced

**Completed on:**  
15 October 2024

**Service provided by:**  
Orkney Islands Council

**Service provider number:**  
SP2003001951

**Service no:**  
CS2005112366

## About the service

Papdale Halls of Residence provides co-educational accommodation for pupils who attend Kirkwall Grammar School. The halls provide for a maximum of 87 young people at any one time. That is; 75 young people between the age of 11 - 19 years and 12 additional young people in emergency situations. The service is provided during school terms.

## About the inspection

This was an unannounced inspection which took place on 21 and 22 August 2024. The inspection was carried out by two inspectors 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 26 young people using the service and received eight responses to our survey
- received 25 responses from parents/carers to our survey
- spoke with nine members of staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- Most young people said they felt safe living in Papdale Halls of Residence.
- A few told us that they had experienced bullying by other young people.
- The provider had not followed their child protection procedures.
- A stable staff team had warm and respectful relationships with young people.
- Medication procedures should be improved.
- 100% of young people that we spoke with, said the food was good
- Personal planning should be SMART (specific, measurable, achievable, realistic and timebound).

## 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

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| How well do we support children and young people's rights and wellbeing? | 3 - Adequate |
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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?

### 3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

The vast majority of young people told us that they felt safe and enjoyed living in Papdale Halls of Residence. A few young people and a small number of parents highlighted bullying behaviours and when we discussed this with managers, they took quick action to address these concerns.

We were made aware of a child protection concern during the inspection visit. It was clear that Papdale Halls of Residence had not followed the provider's child protection procedures and that risk had not been clearly understood. The service had not been involved in multi agency discussion, to inform risk assessment and contribute to the risk management plan. The service had not obtained a detailed understanding of the level of risk to those involved. Papdale Halls of Residence was therefore unable to provide assurance of robust care and safety planning for young people at risk. We have made a requirement that with immediate effect, the provider must ensure the health, welfare and safety of all young people (see requirement 1).

Whilst assessing broader aspects of young people's care and wellbeing, we found many examples of positive experiences and outcomes. Increased wellbeing checks supported young people who required a bit more reassurance whilst living away from home and an experienced and stable team of staff, provided a wide range of activities to support improved mental and physical wellbeing. We observed warm and respectful relationships with young people and this was conveyed through cards and letters from young people, to express their appreciation of staff. The physical environment further demonstrated the value placed upon promoting positive experiences and outcomes for young people.

We identified that improvements to existing medication procedures would further safeguard young people. We advised that additional information would assist improved practice (see area for improvement 1).

Participation of young people was a strength in Papdale Halls of Residence. Young people were encouraged to play a key role in improving the quality of their experiences. Various opportunities were created where young people were consulted on activities, menus and healthy initiatives and this meant that young people's views helped to inform every day life in The Halls. Additionally, the weekly Round Up newsletter, provided information for parents and young people, about what was happening in The Halls, helping to identify ways in which everyone could be involved in the life of the service.

We explored the choice and quality of foods available to young people. At this inspection, every young person who provided feedback about their experiences, told us that the food was good. It was clear from our discussions with catering staff, that they worked hard to accommodate young people's dietary and nutritional needs.

Personal plans provided the basis for meeting the individual needs and wishes of young people. Although the framework for recording those needs and wishes was able to capture helpful information, some plans sampled during our inspection visit, lacked important detail and evidence of SMART outcomes. We also advised that it was important that plans are signed and dated. We have identified this work as an area for improvement (see area for improvement 2).

## Requirements

1. With immediate effect, the provider must ensure the health, welfare and safety of all young people,.

To do this, the provider must at a minimum:

- a. ensure that there are clear child protection procedures for staff working in the service and that these are up to date.
- b. ensure that effective safeguarding training is in place.
- c. ensure that child/adult support and protection and safeguarding concerns are reported to the appropriate agencies.
- d. Notify the Care Inspectorate in line with regulations.
- e. ensure that external leaders who play an important role in safeguarding, make an effective and sustained contribution to service improvements.

This is 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).

## Areas for improvement

1. To ensure all young people receive high quality care and support, the provider should:

- a. make a record of all medicines entering the building.
- b. ensure that all medicines are/remain in original packaging and review is dynamic, given the potential for changes to young people's ability to manage their own medicines.
- c. state clearly, the purpose of all medicines and their possible side effects.
- d. create clear links to young people's personal plans and risk assessments, where they are taking medication.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

2. To ensure that care and support needs and wishes of young people are fully supported and enabled, the provider should improve upon existing personal plans. These should be SMART and should include key aspects of young people's needs and wishes.

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

'My personal plan (sometimes referred to as a 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).

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

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|---|--------------|
| How well do we support children and young people's rights and wellbeing?        | 3 - Adequate |
| 7.1 Children and young people are safe, feel loved and get the most out of life | 3 - Adequate |

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