

Inspection report

Pentland View Close Support Unit Care Home Service

83 Pentland View
Edinburgh EH10 6PT

Inspected by: Ruth Cameron
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 6 February 2007

Service Number

CS2003010924

Service name

Pentland View Close Support Unit

Service address83 Pentland View
Edinburgh EH10 6PT**Provider Number**

SP2003002576

Provider Name

City of Edinburgh Council

Inspected ByRuth Cameron
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

6 February 2007

Period since last inspection

6 months

Local Office AddressStuart House,
Eskmills,
Musselburgh
EH21 7PB.
0131 653 4100

Introduction

Pentland View Close Support Unit registered with the Care Commission on 1st April 2002. It provides a care home service consisting of six planned placements for young people of school age who are deemed to be at risk of requiring secure accommodation, or who are returning from secure accommodation and still require a high level of structure and support. The unit operates throughout the year.

The unit is housed in a large Georgian house which stands in its own grounds in an area of well established private housing. There is good access to local bus routes and amenities.

The stated aims of the service are: to uphold the dignity and rights of young people at all times; to safeguard and promote the welfare of young people at all times; to enable young people to fulfil their potential in all aspects of their lives; to work in partnership with families and with other agencies involved with children; to maintain a commitment to young people in care, to ensure that they are kept safe in a stable placement and that moves of placement do not take place unless these are required to meet the young person's needs; to seek service users' views through the cultivation of open and trusting relationships with unit staff, the involvement of external professionals and other trusted adults, and through formal reviews; to challenge discrimination in all its forms.

Basis of Report

Before the inspection the Care Commission Officer wrote to the service telling them when the visit would take place. The service sent a Pre Inspection Return containing information about the service. The service also sent a self-evaluation form.

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine what level of regulatory support was necessary. The RSA is an assessment undertaken by the Officer which considers: complaint activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service, action taken upon requirements etc.

This service was required to have a low level of regulatory support.

During the visit which took place on 6th February 2007 the Care Commission Officer spoke with the Assistant Unit Manager, members of staff, the cook and 2 young people.

The Care Commission Officer also looked at a range of policies, procedures and records including the following: Incident records, care plans, policies and procedure files, including child protection and sample menus.

The Care Commission Officer spent time observing how staff members worked with young people.

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Care Standards for care homes for children and young people.

Standard 2: First Meetings

Standard 4: Support Arrangements

Standard 5: Your environment

Standard 6: Feeling safe and secure

Standard 7: Management and staffing

Standard 10 Eating Well

The Regulation of Care (Scotland) Act 2001 and associated Regulations were also taken into account.

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate.'

"An audit of the provider's safer recruitment policies and procedures, as implemented across four separate departments of the Council, has been carried out by the Care Commission resulting in requirements and an area for development highlighted in this report."

The requirements resulted from an audit of the following file sampling exercise:

Health and Social care Department 117 files
Children and Families Department 103 files
Housing Department 21 files
Culture and Leisure department 4 files.

The number of files audited were selected in proportion to the number of registered services per department following the Care Commission national guidance for safer recruitment themed inspections. The evidence supporting the three requirements was provided by the sampling exercise undertaken in respect of three of the four departments. There was no evidence in the 4 files sampled from the Culture and Leisure Department to support the three requirements. The requirements made were based on evidence from files showing posts filled after 1 April 2002. The requirements are made of the provider as a corporate entity.

Action taken on requirements in last Inspection Report

There were no requirements made in the last inspection report of this service.

Comments on Self-Evaluation

The self-evaluation form is to assist the provider of a service to judge the quality of their service against the National Care Standards being inspected. The contents were used as further basis for discussion, to inform the inspection.

View of Service Users

2 young people were available to speak with the Care Commission Officer.
Young people stated that they got on well with staff.

They enjoyed the meals prepared for them, and could ask the cook for other dishes and she would provide them.

Activities were provided and staff organised a variety of trips for young people. Funding and transport was provided to support young people to follow their interests.

Young people said the bathroom had taken a long time to be redecorated and it caused difficulties as it was the only bathroom in the house.

View of Carers

No representative or family members were consulted as part of this inspection.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 2: Care Homes for Children and Young People - First Meetings

Strengths

Examination of personal files evidenced that Pentland View admission policy ensured that young people were familiar with staff, other young people and the building before admission. Assessment/referral meetings took place before admission and keyworkers were appointed.

All placements were planned and long stay. Meetings with families/carers pre admission began to build relationships where this was appropriate.

The Assistant unit manager confirmed that social workers and parents/carers were regularly updated where this was appropriate.

Areas for Development

No areas were identified.

National Care Standard Number 4: Care Homes for Children and Young People - Support Arrangements

Strengths

All young people had a Looked After Children (LAC) care plan in place. This included details of support provided in relation to individual care needs, including education, health, family contact, identity, emotional and behavioural needs, future plans and legal issues. Young people also had a more focussed house care plan in place. Key worker notes evidenced work undertaken to support young people in meeting their goals.

The young people spoken with confirmed that they were aware of their plan of care and were supported by staff to contribute to reviews and care plan meetings. Young people's files evidenced that young people had contributed their own reports for Children's Hearings and review meetings.

The care plans examined evidenced that the staff worked closely with family / carers, social workers and other relevant professionals and agencies.

Areas for Development

No areas were identified.

National Care Standard Number 5: Care Homes for Children and Young People - Your Environment

Strengths

All the young people had their own bedroom, which they had been able to personalise with posters, photos and their own belongings.

The home was in a good state of repair and decoration. The young people had access to a communal lounge and dining area. There was also a small sitting room where young people could meet privately with friends and family. There was a large games room well stocked with books, games and arts and crafts items. Young people had access to the kitchen at all times during the day.

The home's bathroom had been recently refurbished.

The home was a non smoking environment.

All bedrooms could be locked.

The home was located in a residential area with grounds for outdoor play. The home had some outdoor play equipment.

Areas for Development

Young people and staff in discussion with the Care Commission Officer pointed out the length of time it had taken to refurbish the home's bathroom. As this was the only bathroom available it caused considerable inconvenience to have it out of commission at various times over a 3 month period. The Assistant Unit Manager stated that the length of time to complete repairs had improved and that priority was given to certain types of repair such as those affecting Health and Safety. This will be monitored at the next inspection.

National Care Standard Number 6: Care Homes for Children and Young People - Feeling Safe and Secure

Strengths

The home was found to have at least two staff on shift at all times.

Staff who were spoken with demonstrated a good understanding and awareness of child protection procedures and had been involved in relevant training. The home had a copy of the Edinburgh and Lothian Child Protection Guidelines for reference.

The home had clear procedures to manage young people who went missing. Records

examined evidenced that the missing person procedure was followed.

The home operated an open access policy for the young people; however the building was found to be secure and they had an appropriate visitors' procedure in place.

Service users consulted during the inspection stated that they did not feel that bullying was an issue in the home.

The home had a policy on the use of restraint. All staff had received training in Crisis and Aggression Limitation Management (CALM) and were regularly re accredited.

A variety of training had been available to staff to enable them to provide advice and support to service users on a number of topics regarding health and lifestyle choices.

Areas for Development

No areas were identified.

National Care Standard Number 7: Care Homes for Children and Young People - Management and Staffing

Strengths

The home had all the required policies and procedures in place, which were clear and comprehensive.

The home had a stable staff team and all the staff were found to be experienced in working with young people and had a good knowledge and understanding of the individual young people's needs.

The staff confirmed that they felt well supported by each other and management. They stated that they received formal and informal supervision and had been involved in an appraisal process. Staff confirmed that they had access to ongoing training. All staff held an appropriate qualification or were working towards a qualification as required to register with the Scottish Social Services Council (SSSC).

All staff were aware of the SSSC and their responsibilities with regards to the codes of practice.

Areas for Development

"It is suggested that best practice is followed by introducing a system to recheck Enhanced Disclosure Scotland Checks. National Care Standards, SSSC Codes of Practice – Employer. "All staff working in registered care services, including Head Teachers, must have an enhanced level Disclosure Scotland check carried out." SSI 2002/114 Regulation 9(1) Fitness of employees.

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All staff working in registered care services, including Head Teachers, must have an enhanced level Disclosure Scotland check carried out." SSI 2002/114 Regulation 9(1) Fitness of employees. (See requirement 1)

"There should be a system to record that, where appropriate, the employer has checked qualifications." SSI 2002/114 Regulation 19(2) (a) Records. (See requirement 2)

"The recruitment records should evidence that 2 satisfactory references were sought for each person employed". SSI 2002/114 Regulation 9(1) Fitness of employees; SSSC Code of practice – Employer. (See requirement 3)

National Care Standard Number 10: Care Homes for Children and Young People - Eating Well

Strengths

The cook confirmed she always spoke to new young people to gain knowledge of their food preferences. Where possible the cook had attempted to provide meals which took personal preferences into account. Young people stated that most of the meals provided did meet preferences and there was acceptance that healthy options were provided and healthy eating was promoted. Fresh fruit was available as a snack at all times.

The cook and a student on placement at Pentland View had compiled a questionnaire for young people on food preferences.

Good food hygiene practices were evident in the kitchen which was clean and well organised. All staff had attended training on food hygiene.

Staff attempted where possible to make mealtimes into social occasions and special events were celebrated with special meals and treats.

Service users had opportunities to be involved in meal preparation or baking by arrangement with the cook. There was access to the kitchen at all times during the day.

Areas for Development

The cook intends to follow through from the questionnaire on food preferences by compiling a range of seasonal/monthly menus. Young people will be asked to comment on the revised menus.

Enforcement

No enforcement action has been taken against this service by the Care Commission.

Other Information

No other information.

Requirements

Requirement 1

All staff working in registered care services must have an enhanced level Disclosure Scotland check carried out. SSI 2002/114 Regulation 9(1) Fitness of employees.

Requirement 2

There should be a system to record that, where appropriate, the employer has checked qualifications. SSI 2002/114 Regulation 19(2) (a) Records.

Requirement 3

The recruitment records should evidence that 2 satisfactory references were sought for each person employed. SSI 2002/114 Regulation 9(1) Fitness of employees; SSSC Code of practice – Employer.

Recommendations

No Recommendations were arising on this inspection

Ruth Cameron

Care Commission Officer