

ANGUS COUNCIL

CHILDREN AND LEARNING COMMITTEE - 18 SEPTEMBER 2018

CARE INSPECTORATE INSPECTION OF STRATHMORE CENTRE CARE HOME SERVICE

BACKGROUND

As a minimum, the Care Inspectorate conduct annual unannounced inspections for registered services, that is care homes for older people; care homes for adults; care homes for children and young people; support services - care at home and secure accommodation. All other services such as pre-school centres receive a minimum frequency of inspection based on an intelligence-led risk assessment and previous performance.

The inspector evaluates registered services using a framework of quality themes linked to the National Care Standards:

- Quality of care and support
- Quality of environment
- Quality of staffing
- Quality of management and leadership

Strathmore Centre Care Home Service was inspected on 26 June 2018. The inspection report was published in August 2018 and can be found at www.careinspectorate.com/berengCareservices/html/reports/getPdfBlob.php?id=297934.

The Strathmore Centre is a care home service for up to four children and young people with complex and profound disabilities. It usually provides 24-hour residential care on a 'respite' or short-term basis. The service usually operates every fortnight between 3:00pm on Wednesday afternoon and the following Monday morning, when the children leave for school. It also provides care during school holidays. In summer of 2017 the centre opened full time in order to accommodate a young person with very complex needs as there were very few resources which had the skills to meet her needs. It took a number of months to identify the appropriate resource to which she was successfully transitioned. This did impact on the centre's ability to provide respite but it was considered to be in the child's best interests as she was familiar with Strathmore centre and the staff were able to meet her needs.

SUMMARY OF INSPECTION OUTCOME

What the service does well

- The Strathmore Centre provides children and families with a safe, nurturing respite care service in a pleasant and comfortable environment.
- Care plans were developed in consultation with parents. This helped to make sure that each child was cared for in a way which was appropriate and familiar.
- Detailed health protocols and care routines were in place to support staff practice and with individualised focussed training and extensive experience, staff were confident in meeting young people's complex needs.
- The experienced care staff team knew the children and families well. They got their preferred rooms ready with their choice of toys and equipment and welcomed them warmly when they arrived. They used a range of communication methods, including signing, to include young people and to offer them choice.
- Through the establishment of trusting relationships with families, effective partnership working with other agencies, and careful care planning staff had supported young people to make positive progress with important life skills, including communication and speech, independence in self-care, and night-time routines.
- The service had some effective quality assurance systems in place which helped to monitor and develop the quality of practice. For example, there was a robust system in place for reviewing incidents, which were generally well recorded and evidenced a reflective approach and openness to learning. Some care plans and risk assessments had been amended in the light of learning from incidents.
- The service had implemented a monthly monitoring system for recording key checks. For example, medication records, shift logs, fire safety checks, water testing, and vehicle checks.
- The depute manager had carried out a survey of team satisfaction with the supervision process. This was a well thought out piece of work which indicated that staff's experience of supervision, when it happened, was generally positive.
- The service was part of a wider residential services management group which brought together all residential childcare services in Angus. It was anticipated that this would help to develop policy and practice across residential services. The external manager had made an unannounced visit to the centre as part of her quality monitoring role.

What the service could do better

- A review of incidents and team meeting records since the last inspection indicated that there had been a difficult period over the summer of 2017 when the provision of more full-time placements had had an adverse impact on the quality of the service which had been provided to those receiving respite care.
- Although the sample of supervision records we looked at reflected a good quality, meaningful process, one-to-one supervision sessions had happened infrequently. This was due to the depute manager having had a full-time shift commitment and also having been relocated to support another service on a number of occasions.
- The manager of the service also has management responsibility for two other services. We are aware that the structure of the services are currently under review. We would hope that the service provider will recognise the importance of allocating sufficient management time for this service so that the quality and frequency of key processes, and supervision in particular, can be maintained.

RECOMMENDATIONS

1. The service provider should make sure that it carefully assesses and manages the potential impact of any longer-term placements on the quality of the respite service.
2. The service provider should ensure that the management structure allows for sufficient management time for key quality assurance processes, and supervision in particular, to be carried out in line with organisational expectations.

REQUIREMENTS

There were no requirements on the service.

INSPECTION GRADES

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| Quality of care and support | 4-Good |
| Quality of environment | not assessed |
| Quality of staffing | not assessed |
| Quality of management and leadership | 4- Good |

Contact for further information:

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