

ANGUS COUNCIL

CHILDREN AND LEARNING COMMITTEE - 18 SEPTEMBER 2018

CARE INSPECTORATE INSPECTION OF CARSEBURN ROAD 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

Carseburn Road Care Home Service was inspected on 18 May 2018. (The inspection report was published in July 2018 and can be found at www.careinspectorate.com/berengCareservices/html/reports/getPdfBlob.php?id=297908.)

Carseburn Road is a three bedded care home located in Forfar. The service has been established to meet the needs of young people with complex health issues. There have been a number of issues and challenges in the delivery of the service, the children's needs are complex and can be very challenging and the size of the building also creates issues at times. A new depute manager was appointed in June 2018 and a review of the strategies in the running of the service has been undertaken and the social work support to the young people has also increased. Some of the issues highlighted in terms of the management structure have been considered as part of the Children, Families and Justice Service Review.

SUMMARY OF INSPECTION OUTCOME

What the service does well

- Young people were cared for with genuine care and affection by a committed staff team who knew them well and understood their needs. Through the development of positive relationships, young people had become more settled and secure and there had been a reduction in some of the more challenging behaviours which were previously seen.
- The young people had been well supported to attend appointments and sustain routines which promoted their health. Staff had shown persistence in encouraging them to accept treatment for various conditions. This standard of care had a significant positive impact on young people's health.
- Staff encouraged young people to take part in activities. A highlight for two of the young people had been a memorable trip abroad, a significant achievement in the light of their mobility needs. Recently, young people have been given the opportunity to spend time at a respite facility where they have time on their own with staff, which they seem to enjoy.
- The core staff team was committed to providing the highest quality of care for the young people. The development of warm, nurturing relationships had been the key element in the progress which had been made since the young people became looked after. Staff expressed genuine warmth and care for all of them, which was commendable in the face of some of the significant challenges presented in providing their care.
- Staff knew the young people well and understood their individual needs and preferences. They worked flexibly to enhance the young people's experience.
- Staff who had recently been recruited to the service had a positive induction and felt well supported. All of the staff we spoke to described a team which worked well together and were mutually supportive.
- Discussion with the manager and external manager during the inspection provided some assurance that most of issues in terms of management and leadership had already been identified and were in the process of being addressed through the development of the management structure and through the development of a residential management group which it was anticipated would bring a greater degree of consistency in policy and practice across residential services.

What the service could do better

- Personal care was delivered with high regard for young people's privacy, dignity, and choice. However, at times, there may have been some compromise on best practice to accommodate the young people's preferences.
- There were significant issues around the provision of education for these young people. Despite all being of statutory secondary school age only one was attending school, albeit this was on a part-time basis. None of the young people were getting anything approaching educational entitlement. As a

corporate parent, Angus Council should prioritise the resolution of education provision for these vulnerable young people. Meetings have taken place between Service Leader Resources, Children Families and Justice Service and Service Leader Additional Support Needs (ASN), Schools and Learning in order to try and improve the package of education and additional resources to support the young people are being explored.

- Young people had become more settled and secure in their home and this has contributed to improvements in their physical health. However, there has been insufficient clarity about how they might be supported to achieve their potential or even to determine what their potential might be. Care plans were out of date and subsequently they have been reviewed and updated. Monthly placement review meetings have also been introduced. There was an overuse of shared risk assessments as a basis for the delivery of care which will be addressed by the improvement in the care plans.
- Young people had been closely involved in the design of the house. Two young people originally chose to share a room but they have now outgrown this arrangement. For example, they may need care at different times at night and this can lead to disturbed sleep at times. It has also been difficult for them to be able to have a private space to have time out if they are upset or if they simply want to relax on their own. One young person told us that they felt that the place was "a bit small" and that they would really like to have their own room.
- It was noted that all of the young people had access to electronic games which were Pan European Game Information (PEGI) rated 16 or 18. Some of the content of the higher age-rated games will not be appropriate for all of the young people and as such games are now restricted to what is age appropriate.
- The service should explore how it could support young people to access to the internet safely and responsibly. Although internet has been installed for young people's use, they still did not have internet access. A policy is currently being drawn up to allow them to do this safely.
- While staff had benefitted from some relevant and good quality training, there was a need to develop a structured training plan for this team which includes specific training to support staff in their work with young people who have additional support needs. This is now in place.
- The manager and depute had effectively established a care home and staff team which was providing a good standard of care to young people. However, the service had not implemented an effective management structure, nor had it developed a comprehensive quality assurance system to monitor and improve the quality of the service. As a result, there was a lack of accountability for management tasks and some important processes such as care plans, incident reports were not monitored.
- Management style was also an issue, with a lack of involvement in the detail of practice and insufficient coaching and mentoring. Although there was

close scrutiny of incident records, this didn't seem to have supported staff to improve their quality.

RECOMMENDATIONS

1. The service should develop individual care plans which detail personal care needs and how these will be met. Plans should take account of best practice guidance, young people's preferences, and should include plans to help young people to build on their self-care skills.

These are in the process of being updated and monthly placement reviews are now in place. There has also been an increase in social work support for each young person to help support and address their individual needs.

2. The service must develop an individualised care plan for each young person, based on a clear assessment of their needs and potential and which takes account of their views and aspirations.

A meeting took place chaired by Service Leader for Locality South to review the care plans for the young people and work is being undertaken to ensure their views continue to be sought on an ongoing basis.

3. To accommodate the young people's emerging needs as they grow, the service provider should review the suitability of the current accommodation with a view to altering the premises to allow for each young person to have their own bedroom and to have a bath if they choose to.

A meeting has taken place with the housing provider who is currently undertaking a scoping exercise to consider the option for an extension/adaption to the property.

4. The service should put in place a policy about access to electronic games and, if there is a variance from PEGI guidance, this should be clearly explained and documented.

This is now in place and the young people only get access to age appropriate games.

5. The service should support young people to access the internet safely and responsibly.

This is ongoing and it is anticipated that WIFI will be available shortly.

6. The service should develop a training plan for this staff team which includes specific training to support staff in their work with young people who have additional support needs.

This has been completed and plans are in place to ensure staff are up skilled in this regard.

7. The service should develop a quality assurance framework which clearly defines roles and responsibilities and how aspects of the service will be evaluated and improved.

This is being developed in conjunction with the senior social care officers.

8. The service should provide additional training for staff to improve the quality of incident recording.

This has been completed.

REQUIREMENTS

1. To ensure that each young person receives sufficient educational input and support to enable them to achieve their academic potential, the service provider must review the provision of education to young people in Carseburn Road by 31 July 2018.

Meetings have taken place between Service Leader Resources, Children Families and Justice Service and Service Leader Additional Support Needs (ASN), Schools and Learning in order to try and improve the package of education and additional resources to support the young people are being explored.

INSPECTION GRADES

Quality of care and support	4- good
Quality of environment	3 - adequate
Quality of staffing	5 - very good
Quality of management and leadership	3 - adequate

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