

ANGUS COUNCIL

CHILDREN AND LEARNING COMMITTEE – 5 NOVEMBER 2019

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 Health and Social Care Standards:

- How well do we support children and young people's wellbeing
- How good is our leadership?
- How good is our staffing?
- How good is our setting?
- How well is our care and support planned?

Strathmore Centre Care Home Service was inspected on 15 August 2019 and the report was published in October 2019 and can be found at – <https://www.careinspectorate.com/index.php/inspection-reports>

The Strathmore Centre based in Forfar 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.

The accommodation for children is on the ground floor of the two-storey building, which also houses a staff office and accommodation. It has four single bedrooms with en suite washing facilities, a kitchen, dining room, living room, toilets, and two bathrooms. A small enclosed outdoor garden is at the rear of the property.

The service states that it aims to "provide high quality care for children with disabilities in a homely environment, by meeting all their personal care needs and providing the support and encouragement they require to lead as full a life as possible".

This Inspection was undertaken using the new National Health and Social Care Standards.

SUMMARY OF INSPECTION OUTCOME

How well do we support children and young people's wellbeing?

The service was very good at supporting children's health and wellbeing. The stable and skilled staff team had established meaningful, supportive relationships with children and their families over a number of years. This helped children to settle well and parents to feel confident in the care their child was receiving. Families were welcomed warmly when they arrived and the Inspector observed positive, caring communication with children throughout their stay.

Care planning, including intimate care plans, reflected a sensitive approach which promoted children's privacy and dignity. There were also very detailed communication profiles and staff were skilled and comfortable in using a range of communication methods, including Makaton, PECS (picture exchange communication system), and social stories. During the inspection, staff communicated with children in

line with their profiles in a way which was respectful and inclusive. They offered choices, included them in what was happening, and paid attention to their non-verbal communication to ascertain their choices.

Care plans reflected children's strengths and some included details of how these could be built on. There was a good range of toys and resources and staff had a good understanding of what each child enjoyed. There were some very good sensory-based activities which were used to engage young people with complex needs.

Although a respite service, staff from the Strathmore Centre had, at times, been involved in providing direct support to young people in schools. They also supported them to become more independent through developing self-care and life skills. They were skilled at developing strategies to help young people to become more responsible and, consequently, safer.

Staff had an excellent understanding of the young people's many and varied complex conditions, both on an individual and general level. Health needs were clearly documented and included emergency protocols for conditions such as epilepsy and allergies. Staff often received individualised training and were competent and confident in managing complex health and care needs.

Of particular note, was the very good practice in supporting children's eating and drinking, with a wide range of needs met, including PEG feeding, allergies, soft diets, and finger foods, all of this taking place in the context of relaxed, sociable meal times.

The service was well equipped with a very good range of specialist equipment, including adapted beds, bathrooms, chairs, and hoists. Staff were fully up to date with manual handling training. They were also competent in managing complex and ever-changing medication regimes. There was very good evidence of a meticulous approach to managing medication, including robust training and audit systems. Staff were in the process of completing the Scottish Social Services Council (SSSC) badge in relation to medication.

Overall, the Inspection noted that children and young people's health and wellbeing needs were supported to a very high standard by a competent, caring staff team.

How well is our care and support planned?

There had been improvements in the service's approach to care planning since the last inspection. Care plans were drawn up in partnership with parents. They contained robust assessments of needs and risks.

The Inspection found evidence of a more dynamic approach to care planning, with a clearer focus on supporting young people to make progress. The service was committed to partnership working with families and other professionals to achieve positive outcomes for children and their families.

Effective audit and reflective practice had contributed to improvements in care plans. There was also a very good quality of incident recording and monitoring.

The families of children who use this service are closely involved and have a direct influence on the shape and direction of care plans and the service has recently introduced new evaluation forms which will provide additional methods for them to influence the service.

The service should continue to develop and monitor care plans and incident records in the way that it has been doing, as it is clear that this has had a positive impact on the quality.

INSPECTION GRADES

How well do we support children and young people's wellbeing?	5 – very good
How good is our leadership?	Not assessed
How good is our staffing?	Not assessed

How good is our setting?	Not assessed
How well is our care and support planned?	5- very good

Contact for further information: **Eunice McLennan, Service Leader - Resources**

EMAIL DETAILS: PEOPLE@angus.gov.uk