

# Inspection report

## Carolina House Care Home Service

Upper Star  
Markinch KY7 6LB

**Inspected by:** Carole Kennedy  
**(Care Commission Officer)**

**Type of inspection:** Announced

**Inspection completed on:** 18 August 2008

**Service Number**

CS2003007040

**Service name**

Carolina House

**Service address**Upper Star  
Markinch KY7 6LB**Provider Number**

SP2003001613

**Provider Name**

Carolina House Trust

**Inspected By**Carole Kennedy  
Care Commission Officer**Inspection Type**

Announced

**Inspection Completed**

18 August 2008

**Period since last inspection**

The last inspection took place 19/02/08 ( a period of 6 months)

**Local Office Address**Central East Region  
South Suite  
Ground Floor  
Largo House  
Carnegie Avenue  
Dunfermline  
KY11 8PE

## **Introduction**

Carolina House Trust is a registered charity providing support and care to children and young people. The care home service is provided in a detached house located on the outskirts of the small rural village of Star close to the town of Markinch. The service was registered by the Care Commission in 2003 and provides 24 hour residential care for a maximum of 3 young people.

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

This report was written following an announced inspection by Care Commission Officer Carole Kennedy. The inspection took place over two days on 14th & 17th August 2008.

The service submitted a completed Annual Return as requested by the Care Commission.

The service submitted a self-assessment form as requested by the Care Commission. This contained information on what the service thought they did well, and how they thought some things could be further improved. It also included information on how young people participated in the process.

Two Care Commission questionnaires were sent out to young people using the service and two completed questionnaires were returned.

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine what level of support was necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaint activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in the service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the inspection focus areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

This service will receive two inspections over the year 08/09. There were no requirements or recommendations in the last report.

During the inspection evidence was gathered from a number of sources including:  
Discussions with the service manager & staff  
A review of a range of policies, procedures, records and other documentation including the following:

Supporting evidence from the up to date self assessment  
Service users personal care plans  
Risk assessments  
Training Records  
Observation of practice  
Observation of the premises and equipment  
Discussions with a young person.

All of the above information was taken into account during the inspection process and was reported on.

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:  
<http://www.carecommission.com>

The key focus areas for 2008/2009 are as follows:-

Protecting People  
Physical Well-being  
Notifications

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. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

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#### **Action taken on requirements since last Inspection**

There were no requirements arising from the previous inspection report.

#### **Comments on Self Assessment**

A detailed self assessment document was submitted timeously and it included areas for improvement. This was completed to a very good standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and some areas for future development.

#### **View of Service Users**

Two young people were resident in Star at the time of inspection. One was on a family break

and one young person was available and spoke with the CCO. The YP stated they liked the staff and were happy with the service provided by Carolina House Trust. Two questionnaires completed by the young people were returned to the Care Commission both identified they were happy with the quality of the service provided and no concerns were raised.

**View of Carers**

There were no carers/relatives of young people available to speak to the Care Commission Officers.

## **Quality Theme 1: Quality of Care and Support**

### **Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.**

#### **Service Strengths**

The management team stated that the service is committed to ensuring young people and their relatives/carers are encouraged and supported by staff to participate in assessing and improving the quality of the service provided by Carolina House Trust. A participation forum has been established and a participation strategy has been developed and introduced. The strategy document includes timescales for implementation of developments. The management team use a range of strategies to involve the young people and their families seek their views on the service provided. These include hosting a participation and fun day, questionnaires, various group meetings, weekly team meetings, one to one discussions and care review meetings. Young people had ready access to outside agencies such as the 'Who Cares' support worker, which could support them to express their views if they needed support to do this. Young people also have access to the services' formal complaints process and feedback forms. It was evident the views of young people are regularly sought and taken on board an example being young people stated they would like a newsletter and this has now been introduced. Daily menus and activities are also decided in consultation with the young people. This was confirmed through discussion with the young person and the evidence provided during the inspection.

The young person and staff were aware of the details of the inspection visit. Individual comprehensive personal plans are in place for each young person. One personal care file was examined and found to contain detailed information supporting the young people's involvement in regular meetings, including meetings with their social worker and 'Who Cares' advocacy worker, reviews of care and placement and how the service will meet the needs of the young people. The young person signs to confirm they have read and understood the content of the plan and are in agreement with it.

Carolina House Trust takes into account the views and wishes of the young people placed in the service. Staff consult with the young people on a daily basis and this is evidenced in the personal plan, minutes of meetings and in discussion with the young people themselves.

#### **Areas for Development**

The Participation Forum has drafted a leaflet for young people outlining what is meant by participation and the manager gave commitment to ensuring this is discussed and agreed with the young people prior to the final version being introduced.

#### **CCO Grading**

5 - Very Good

#### **Number of Requirements**

0

## **Number of Recommendations**

0

**Statement 3: We ensure that service user's health and wellbeing needs are met.**

### **Service Strengths**

Close attention is paid to meeting the physical, emotional and social needs of young people. A child protection policy is in place and the content and procedure reflect the local Area Child Protection Guidelines. Discussion with staff confirmed awareness of Child Protection policies and procedures child protection training was in progress. The child protection procedures have not been invoked since the last inspection.

Personal plans were seen to be detailed and individualised, covering all aspects of daily life. The young people are registered with a GP, dentist and optician. The service has links with the LAAC nurses from the relevant local authorities and attendance at appointments are supported but often require a long journey as young people placed in Carolina Star are frequently from outwith Fife. The service provider has established good support links with local Child and Adolescent services and young people are also encouraged and assisted to access a range of information about health, wellbeing and rights issues, including pregnancy counselling, through independent health promotion agencies. A smoking policy is in place which stipulates young people over 14 years old may smoke up to 4 cigarettes daily subject to signed consent of the parent or social worker. Staff confirmed they do not smoke in the presence of the young people in order to promote a healthy environment and to dissuade the young people from smoking.

Staff teams are selected to best meet the identified needs of the young person. Staff spoken with had good knowledge of the individual young person's needs and preferences. They took these into account when planning activities, encouraging healthy lifestyles and meeting the young person's individual health needs. Staff spoken with gave an example of good support to a previous service user who had a fear of dentists and was supported to continue to attend their own dentist in Edinburgh.

Staff recognised the importance of a balanced diet and physical activity in relation to the health and wellbeing of young people. The service provider had developed a nutritional policy, and meals and snacks took account of this, while still catering for young people's preferences. Staff assisted the young people to shop for food and groceries and encouraged them to eat healthily. Young people are supported to prepare healthy meals and fruit is regularly included.

### **Areas for Development**

It was confirmed that Child Protection training is in progress and the manager gave commitment to ensuring all staff receive training in Child Protection. Healthcare assessments are not routinely completed on admission, a requirement is made.

### **CCO Grading**

4 - Good

### **Number of Requirements**

1

## Number of Recommendations

0

## **Quality Theme 2: Quality of Environment**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.**

### **Service Strengths**

Accommodation is provided within a detached house with large garden area. The service provider has recently upgraded and refurbished the house to provide two attractive self contained living areas each complete with staff support accommodation. The house now operates as two semi-detached houses with the young people having the option of socialising with each other.

The young person present confirmed they were happy with the quality of the environment in Carolina Star, their views were sought and this was evidenced in the decoration and furnishing of the young person's room.

The service information handbook was produced in consultation with young people and provides a realistic overview of what a young person can expect and what is expected of them during their stay in the unit. The booklet is written in plain English and is presented in both paper and CD formats. The booklet outlines all the facilities and includes information on care plans, education, contact with family and friends, complaints, and important contact details. The young person confirmed that they had been given a copy of this booklet.

Young people are encouraged to raise issues which were important to them during regular meetings, and also informally. There was evidence within the young person's file of them being consulted about their accommodation in the home and the outcomes of consultations.

One young person who had recently moved to Star temporarily stated they wanted to remain in the unit, the manager confirmed the YP's views would be supported and they would continue to stay in Star.

### **Areas for Development**

The self assessment identifies the young people and their placing social worker will be part of the participation forum which will allow integration of ideas and discussions on the development of the environment by those using the service.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 2: We make sure that the environment is safe and service users are**

**protected**

### **Service Strengths**

Staff practice is guided and supported by Carolina House Trust Policies and Procedures. These cover all legal requirements, including staff training, health and safety, managing risk and proper record keeping. Staff confirmed they had awareness of the policies, had ready access to them and used them to improve the quality of their practice.

On entering the house a homely and welcoming atmosphere was apparent. All areas of the home were observed to be clean and well maintained. A visitors log is maintained in each unit and staff were noted to be diligent at checking visitors ID. Young people are also informed of any visitors coming to the unit.

The premises were found to be fit for purpose. The building was noted to be of sound construction and kept in a good state of repair internally and externally. Routine maintenance and health & safety checks are undertaken and a record of these maintained. The service provider employs a handyman who is on site daily. Staff described the handyman as providing them with an excellent service as he is very reliable and takes pride in the quality of his work.

A record of accidents and incidents is maintained. First aid boxes were available in each side of the house.

General environmental and individual personal risk assessments were seen to be in place. Staff training records and discussion with staff confirmed all staff receive CALM training and are re-accredited annually. Staff confirmed their Enhanced Disclosures are redone every 2 years.

Staff work closely with young people to help them keep themselves safe when outside the building, and clear procedures were in place if young people failed to return to the unit at the agreed time. Young people have ready access to their own social workers, as well as external agencies such as 'Who Cares?' and there was evidence that staff encouraged young people to use these services when appropriate.

The CCO identified staffing levels on the day of the inspection were in excess of the staffing schedule. Staff spoken with confirmed there is always a minimum of two staff to each young person.

### **Areas for Development**

As previously noted in statement 1.3 Child Protection training is in progress and the service provider will ensure all staff receive training in Child Protection.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**



## **Quality Theme 3: Quality of Staffing**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.**

### **Service Strengths**

It was confirmed that each Young Person is given a copy of the handbook which provides information about the management and staffing in Carolina House Trust properties and what the young people can expect from staff. Review of the young person's personal plan, handover reports and minutes of team meetings evidenced young people have opportunity to provide their views about staffing during weekly review meetings, in one to one meetings with their key worker, via their social worker or the 'Who Care?' worker, completion of feedback forms or through the complaints process.

The service has recently undergone an extensive management and staffing restructure. It was confirmed that during the restructure period the staff members have been consulted on an on-going basis via staff meetings and individual meetings and a record of this maintained. The service provider has taken on board the views of young people when reviewing the staffing establishment and has created a number of full time and permanent posts as opposed to the previous system of sessional workers.

The service provider recognises meaningful involvement in the recruitment and selection of staff will empower young people, lead to better decisions and provide an added safeguard in appointing new staff. In light of this the organisations Participation Forum has developed a participatory training pack for young people to assist them to develop the skills to enable them to be actively involved in the recruitment and selection of staff. The training is in process of being implemented.

The young person advised the CCO that they had no concerns in regard to the quality of staffing in the service. They felt confident that they could report any concerns to individual staff members or the manager and these would be investigated and dealt with appropriately.

### **Areas for Development**

Consider methods of highlighting to young people, families and stakeholders staff training opportunities and achievements possibly as a standing agenda item or include in the newsletter.

It is expected that the planned developments including gaining formal views of parents will be introduced shortly and action plans developed to address any issues highlighted.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.**

### **Service Strengths**

Staff are recruited through Carolina House Trust's recruitment policy and procedure which ensures that staff undergo a thorough recruitment process, which includes enhanced Disclosure Scotland checks, medical declaration, references from previous employers, and interview.

Staff confirmed to the CCO they are provided with individual copies of the Scottish Social Services Council (SSSC) code of conduct and have access to National Care Standards. Staff demonstrated awareness of the role of the SSSC and were also aware of their responsibility to register with the SSSC. All staff are provided with induction training at the start of employment which includes an overview of child protection and ongoing training opportunities.

Staff teams have been developed and team meetings are held weekly. It was evident from examination of minutes and in discussion with staff that issues raised at meetings are addressed and influence practice. In discussion staff identified that while they have some anxieties regarding the new shift system they believed the new structure, participation strategy and staff meetings has given stronger emphasis to involving young people in day to day choices and actively consulting with them.

Staff spoken to had a clear understanding of their role, philosophy of the care service and expected standards of practice.

Review of staff rotas provided evidence that the staffing levels complied and on occasion exceeded the staffing schedule.

### **Areas for Development**

The manager advised the effectiveness of the new staff rota systems and the changes to the operation of the service will be monitored and evaluated.

It was identified that as a result of the recent staff restructuring staff supervision sessions had not taken place in the past 3 months and had not yet restarted. Supervision provides staff with development opportunities, support and guidance and positively influences the quality of service provided to service users. A recommendation was made.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

1

## **Quality Theme 4: Quality of Management and Leadership**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.**

### **Service Strengths**

The management of Carolina House Trust has been working hard to involve young people, their families and other stakeholders in improving the quality of the service. The restructure of the service has included a review of all policies and procedures and the introduction of a number of strategies to ensure young people using the service are enabled to participate in assessing and improving the quality of the management and leadership of the service.

A participation strategy has been introduced and young people's views have been sought via confidential questionnaires and various meetings. This was evidenced by review of personal plan, records of outcomes of consultation, questionnaires submitted to the Care Commission by young people resident in the unit, and in discussion with the young person and staff members.

The manager confirmed the young peoples views and responses in regard to the consultation discussions were appreciated and were being used to positively influence practice and improve the service provided.

### **Areas for Development**

Examination of the service providers strategic action plan identified ongoing commitment to further development of the participation strategy. Progress in the implementation of the action plan will be reviewed at the next inspection.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.**

### **Service Strengths**

Carolina House Trust monitors the quality of the service through an in-house system of audits, consultation meetings, questionnaires, management and team meetings. Carolina House Trust has gone through a significant period of change in the past year resulting in a pro-active senior management team which has implemented a comprehensive

review of the organisation's structure and functions. Records and organisation of information is now much improved and a clear Mission Statement, Values, Visions and Business Objectives and a Strategic Plan have been published. Action plans to support the quality statements have been developed and implemented. The CCO examined the action plans and established they are subject to regular review and updating. A quality assurance framework based on self audit and review by the organisations Quality Assurance Manager has been designed and is in process of being implemented. The focus of the framework is how the service is meeting it's objectives, identifying good practice and ensuring any deficits in service provision are addressed.

The manager is aware of the SSSC Codes of Practice and his responsibility to report to SSSC any dismissal on the grounds of misconduct including theft. There had been no member of staff dismissed on the grounds of misconduct. A copy of the notification guidance was available in the service and the manager regularly accessed the SSSC website to keep informed of current developments.

### **Areas for Development**

By the time of the next inspection it is anticipated that the Quality Assurance Framework and quality audits will be fully operational and the results will be shared with the staff, young people, their families and other stakeholders.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Regulations / Principles**

**National Care Standards**

**Enforcement**

There has been no enforcement action against this service since the last inspection.

**Other Information**

None at this inspection.

**Requirements**

## Requirement 1

The service provider must ensure that health care assessments are carried out upon admission.

This is to comply with SSI 2002/114 Regulation 4(1)(a) - Welfare of Users

**Recommendations**

## Recommendation 1

To support employee development and continue to improve practice in the care home it is recommended that the programme of staff supervision sessions be restarted.

National Care Standards, Care Homes for Children and Young People, standard 7 - Management and Staffing.

**Carole Kennedy**

**Care Commission Officer**