

# Inspection report

## Carolina House Care Home Service Children and Young People

Upper Star  
Markinch  
KY7 6LB  
01382 817279

<b>Inspected by:</b> (Care Commission officer)	Linda Wood
<b>Type of inspection:</b>	Unannounced
<b>Inspection completed on:</b>	26 March 2010

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**Service provided by:**

Carolina House Trust

**Service provider number:**

SP2003001613

**Care service number:**

CS2003007040

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## Easy read summary of this inspection report

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We grade all the Quality Statements for a service at each inspection. Each grade describes how well we think the service is doing based on what we inspected.

We can choose from six grades:



### We gave the service these grades

Quality of Care and Support		Very Good
Quality of Environment		N/A
Quality of Staffing		Good
Quality of Management and Leadership		N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

### What the service does well

We found that the service works well together in providing for the individual needs of the young people in their care.

Within Carolina, Star, the team focused on young persons needs and assisted them through difficulties in the life. Staff were good at adapting the service to meet the needs of differing user groups.

## **What the service could do better**

The service providers were good at identifying areas for improvement within the self evaluation document and should continue to develop these as stated.

## **What the service has done since the last inspection**

Since the last inspection the service had consider the recommendation and areas for improvement identified and had reviewed and amended policies taking these into account.

Training with regards to the amended medication policy was being disseminated to all staff.

## **Conclusion**

A very good level of care is being provided, taking account of the individual needs, interests and skills of the young people using the service.

## **Who did this inspection**

### **Lead Care Commission Officer**

Linda Wood

### **Other Care Commission Officers**

### **Lay Assessor**

**Please read all of this report so that you can understand the full findings of this inspection.**

## About the Care Commission

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We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: [www.carecommission.com](http://www.carecommission.com). Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

## About the National Care Standards

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The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: [www.scotland.gov.uk](http://www.scotland.gov.uk)

You can get printed copies free from:

Booksource  
50 Cambuslang Road  
Cambuslang Investment Park  
Glasgow  
G32 8NB  
Tel: 0845 370 0067  
Fax: 0845 370 0068  
Email: [scottishgovernment@booksource.net](mailto:scottishgovernment@booksource.net)

## What is inspection?

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Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

## **Recommendations, requirements and complaints**

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

# How we decided what to inspect

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## **Why we have different levels of inspection**

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

## **How we decide the level of inspection**

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

# What is grading?

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We grade each service under Quality Themes which for most services are:

- **Quality of Care and support:** how the service meets the needs of each individual in its care
- **Quality of environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of staffing:** the quality of the care staff, including their qualifications and training
- **Quality of management and leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

## How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

## About the service we inspected

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Carolina House Trust is a registered charity providing support and care to children and young people. Carolina care home service is provided in two attached properties located on the outskirts 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. Two young people were resident at the time of this inspection.

The written aims and objectives of the service are detailed within the service's mission statement and includes:

"Carolina House Trust provides the highest quality care and standards of service to young people with complex needs. The care meets all regulations and exceeds national standards. The care takes place in a variety of settings that are tailored to meet individual needs."

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

<b>Quality of Care and Support</b>	<b>5 - Very Good</b>
<b>Quality of Environment</b>	<b>N/A</b>
<b>Quality of Staffing</b>	<b>4 - Good</b>
<b>Quality of Management and Leadership</b>	<b>N/A</b>

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website ([www.carecommission.com](http://www.carecommission.com)) to find the most up-to-date grades for this service.

## How we inspected this service

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### **What level of inspection did we make this service**

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### **What activities did we undertake during the inspection**

This report was written following an unannounced inspection on 19 March 2010. Feedback was given on 26 March 2010. This inspection focused on the requirements, recommendations and areas for development identified within the last inspection report. Information and evidence was gathered from the following:

Prior to inspection, the service had submitted a completed Annual Return as requested by the Care Commission. This provided an update of the service details.

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.

Care Commission questionnaires were sent out to young people using the service and 2 completed questionnaires were returned. The questionnaires had been completed on by the young people.

During the inspection evidence was gathered from a number of sources including:

Discussions with team leader  
Review of medication procedures

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

### **Inspection Focus Areas (IFAs)**

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2009/10 we will focus on:

- Meaningful activity for all adult services
- How care services assess the health of people with learning disabilities
- Involving parents for children's services
- Medication for looked after children for residential accommodation for children

- How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website [www.carecommission.com](http://www.carecommission.com).

### **Fire safety issues**

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

### **Actions Taken on Recommendations Outstanding**

Recommendation considered as reported in body of this report.

### **The annual return**

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

### **Annual Return Received**

Yes - Electronic

### **Comments on Self Assessment**

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

### **Taking the views of people using the care service into account**

There was no opportunity to speak to service users during this inspection, however during the last inspection we spoke with one user of the service who spoke of the good relationship she had with the staff.

Prior to the last inspection, one Care Standard Questionnaire had been completed by a young person living in Carolina, Star at the time. In response to the question 'Overall, how happy are you with the quality of care you receive?' the young person had indicated

'very good'.

**Taking carers' views into account**

No carers/relatives were available on this occasion.

# Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very 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

Young people were given many opportunities to participate in contributing to their own care and support package including 'Have your say' questionnaires, various group meetings, weekly team meetings, one to one discussions and care review meetings. Young people present on the day confirmed that they were involved in decision making in relation to their care and support needs. This gives young people different avenues in which to voice their opinion.

The service is actively seeking the views of the young people in the development of the 'Young Person's Handbook'. This allows young people to contribute and ensure information useful to the young people entering the care service is provide within the handbook.

Young people were consulted with regards to house rules and their expectations of each other regularly. This gave them opportunities to raise concerns and issues they may have with this aspect of the service.

The introduction of pictorial diary boards ensured that young people could contribute and make comment on the structure of their week.

### Areas for Improvement

The providers are considering the comments made within the last inspection report regarding the annual participation day and staff stated that they were considering a change of venue to ensure their is a selection of activities available which would encourage all users of the service to contribute.

### Grade awarded for this statement

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**

One recommendation was identified with regards to the administration of medication.

Recommendation:

Arrangements regarding medication for home visits should be recorded.

Ref: NCS 12 Keeping Well - medication (Care Homes)

The providers had developed their policies and procedures in relation to this recommendation and were in the process of disseminating training with regards to all changes made within the medication policy.

We had the opportunity to discuss settling in procedures particularly in relation to one young person being placed within this service. Acceptance of referrals with regards to the placement of young people are made within head office. The senior stated that any decisions regarding their placements would take account of the needs of that young person and the other young people already placed within the service.

Any concerns raised by the young people living in the service would be discussed with staff and management and appropriate representatives of the providers would discuss their issues with them. This give the young person the opportunity to voice their concerns and discuss solutions. This contributes to better outcomes for service users.

#### **Areas for Improvement**

The senior stated that one area for improvement was the proposed development of a young person friendly complaints procedure.

The complaints procedure and forms should be made readily available to all young people.

#### **Grade awarded for this statement**

5 - Very Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 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

Evidence recorded under Quality Theme 1 Statement 1 has also been taken into account here.

Evidence identified by the service and assessed that service users had good opportunities to participate in assessing and improving the quality of staffing. This included opportunities within team meetings, one to one meetings and have your say questionnaires.

#### Areas for Improvement

The involvement of young people within the recruitment and selection of staff was identified as an area for improvement within the services self evaluation. This is a continued area for development and the organisation is actively seeking ways in which young people would be comfortable and able to contribute to this process.

Grade awarded for this statement

4 - Good

#### Number of Requirements

0

#### Number of Recommendations

0

## **Statement 2**

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

### **Service Strengths**

The inspection focus area (IFA) on Safer Recruitment was considered under this statement. Following the sampling of files and examination of procedures in relation to staff recruitment the service was found to have sound processes in place.

One area of development in relation developing their procedures to incorporate their practice of checking professional registers was being addressed by the organisation.

### **Areas for Improvement**

The service should continue to improve and develop on the very good practice identified within this inspection.

### **Grade awarded for this statement**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

## Other Information

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### **Complaints**

No complaints have been upheld, or partially upheld, since the last inspection.

### **Enforcements**

We have taken no enforcement action against this care service since the last inspection.

### **Additional Information**

#### **Action Plan**

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## Summary of Grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - Not Assessed</b>	
<b>Quality of Staffing - 4 - Good</b>	
Statement 1	4 - Good
Statement 2	5 - Very Good
<b>Quality of Management and Leadership - Not Assessed</b>	

## Inspection and Grading History

Date	Type	Gradings
4 Feb 2010	Announced	Care and support 5 - Very Good Environment <i>Not Assessed</i> Staffing 4 - Good Management and Leadership <i>Not Assessed</i>
12 Mar 2009	Unannounced	Care and support <i>Not Assessed</i> Environment <i>Not Assessed</i> Staffing <i>Not Assessed</i> Management and Leadership 4 - Good
18 Aug 2008	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

## Terms we use in our report and what they mean

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**Action Plan** - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

**Best practice statements/guidelines** - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

**Care Service** - A service that provides care and is registered with us.

**Complaints** - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

**Enforcement** - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

**Disclosure Scotland**- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

**Participation** - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

**Personal Plan** - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

## How you can use this report

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Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

## People who use care services, their relatives and carers

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We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

## The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

## Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website [www.carecommission.com](http://www.carecommission.com) or by telephoning 0845 603 0890.

## Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هه بایتسد یم وونابز رگید روا دولکش رگید رپ شرازگ تعاشا هی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

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Improving care in Scotland