

Inspection report

Tarvit Cottage Care Home Service

Tarvit
Cupar KY15 5ST

Inspected by: Carole Kennedy
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 21 November 2008

Service Number

CS2003020100

Service name

Tarvit Cottage

Service addressTarvit
Cupar KY15 5ST**Provider Number**

SP2003001613

Provider Name

Carolina House Trust

Inspected ByCarole Kennedy
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

21 November 2008

Period since last inspection

19 February 2008 (10 months)

Local Office AddressCentral East Region
South Suite
Ground Floor
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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 converted single storey farm cottage located just outside the market town of Cupar. Tarvit Cottage has accommodation for 2:1 and 1:1 short, medium and long term residential childcare and the service aims to provide support for young persons who are in difficult circumstances and prepare them for their future.

The service was registered by the Care Commission in 2003 and provides 24 hour residential care for a maximum of 2 young people. One young person was resident at the time of inspection.

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

Quality of Care and Support - 4 - Good

Quality of Environment - 4 - Good

Quality of Staffing - 4 - Good

Quality of Management and Leadership - 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) 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 on 21 November 2008. The inspection took place over a one day period from 9.30am - 1pm

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.

Two Care Commission questionnaires were sent out to young people using the service and one completed questionnaire was 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 & young person.

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 file

Risk assessments

Medication records

Training Records

Observation of practice

Observation of the premises and equipment

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

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) for the most up-to-date grades for this service.

Action taken on requirements since last Inspection

There were no requirements arising from the last inspection report.

Comments on Self Assessment

The service submitted a self-assessment form as requested by the Care Commission. This was completed to a good standard and contained detailed 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.

View of Service Users

The young person spoke with the CCO in private. He stated he had settled in quite well and with the help of the staff was becoming more independent and self confident. The young person liked the staff team and was being supported by them to maintain links with family and was looking forward to eventually moving on from Tarvit Cottage. The questionnaire completed by the young person and returned prior to the inspection recorded they were aware of the complaints procedure, felt safe and secure in the care service and were happy overall with the care received.

View of Carers

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

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 service was found to have a very good performance in relation to this statement. It was confirmed that a participation forum has been established and a participation strategy has been developed and introduced. A range of strategies are used to involve the young people and their families and 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.

The strategy document includes timescales for implementation of developments.

The young person and staff were aware of the details of the inspection visit. The young person confirmed they have 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. They confirmed they also had access to the services' formal complaints process and feedback forms. Discussion with the young person, staff members and review of records evidenced the views of young people are regularly sought and addressed.

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

Following discussion with the staff on duty and young person, a review of the documentation and observations of outcomes to how service users health and welfare needs are met, this service was found to have good performance in relation to this statement.

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. A copy of the local area guidelines is available in the unit. 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.

The young person's personal plan was seen to be detailed and individualised, covering all aspects of daily life. The care file had been developed to include use of pictorial and visual prompts to aid the young person's understanding of the issues. The young person is registered with a GP, dentist and optician. There was evidence recorded of regular medical appointments being met and appropriate referrals made. 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. The service provider had developed a nutritional policy, and meals and snacks took account of this, while still catering for young people's preferences. The young person confirmed they are assisted by staff to shop for food and groceries and encouraged to eat healthily.

Areas for Development

The service provider has had difficulty accessing Fife LAC nurse service and has raised this with the Local Authority Social Work Department. The manager is committed to progressing this matter with the Local Authority and will ensure a record is maintained of all requests made. A healthcare assessment had been completed by the GP but no copy of this is available in the young person's care file, a recommendation (1) was made. The service manager advised a photocopy of all prescriptions will be maintained in the young person's file.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

1

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

Following discussion with the manager, staff and young person, review of the documentation and observations of outcomes to how young people and carers participated in assessing and improving the quality of the environment within the service, this service was found to have a good performance in relation to this statement.

Accommodation is provided within a detached cottage with large garden area. The service provider has recently upgraded and refurbished the cottage to provide two attractive self contained living areas each complete with staff support accommodation. Currently only one unit is occupied.

The young person present confirmed they were happy with the quality of the environment in Tarvit, 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.

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.

The handbook is still in draft form and is due to be formally approved.

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 by the service provider.

A record of accidents and incidents is maintained and first aid boxes were available.

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.

Areas for Development

The staff will ensure a record of routine maintenance checks is available in Tarvit. 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

0

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

Following discussion with the manager, a sample of the documentation and observations of outcomes for service users relating to how the home ensured that service users and carers participated in assessing and improving the quality of staffing, this service was found to have a good performance in relation to this statement.

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 young person advised that they had sat in on a staff meeting and had also viewed the minutes.

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. "I like the staff here" "Get on with them". 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. Staff confirmed they are provided with induction training at the start of employment which includes an overview of child protection and ongoing training opportunities.

Comments from staff members included;

"We have a good team now"

"Good training opportunities"

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.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

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

Following discussion with the young person, staff members, observation of practice and examination of sample documentation this service was found to have a good performance in relation to this statement.

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. A second participation/fun day is scheduled to take place in December.

The manager confirmed the young people's 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 provider's 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 its 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. Consideration should be given to including results of audit as a standing item at young persons, staff meetings.

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

There was a welcoming and relaxed atmosphere throughout the inspection and the Care Commission Officer was made very welcome by staff and the young person. The Care Commission Officer would like to thank the young person and staff for giving up their time to provide information for the report

Requirements

None identified at this inspection.

Recommendations

The service must ensure that health assessments meet legal requirements for healthcare, dental and eye care.

National Care Standards, Care Homes for Children and Young People, standard 11.9

Carole Kennedy

Care Commission Officer