

# Inspection report

## Support for Independence Care Home Service

23 Roseangle  
Dundee DD1 4LS

**Inspected by:** Linda Paterson  
**(Care Commission Officer)**

**Type of inspection:** Announced

**Inspection completed on:** 19 September 2008

**Service Number**

CS2007165802

**Service name**

Support for Independence

**Service address**23 Roseangle  
Dundee DD1 4LS**Provider Number**

SP2003001613

**Provider Name**

Carolina House Trust

**Inspected By**Linda Paterson  
Care Commission Officer**Inspection Type**

Announced

**Inspection Completed**

19 September 2008

**Period since last inspection**

This was the first inspection of this service

**Local Office Address**Central East Region, Compass House, 11  
Riverside Drive Dundee DD1 4NY

## **Introduction**

Carolina House Trust's Support for Independence service was registered by the Care Commission in February 2008 with the aim of providing intensive support on a one-to-one basis in a domestic setting for young people aged between 16 and 25 years.

At the time of the inspection, the service was providing a service to one young person aged 17 years in its premises at Stratheden Court, a recently converted and renovated farm cottage in a rural location close to the town of Cupar in Fife.

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 - 3 - Adequate

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](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

Before the Inspection

The Annual Return

As this service was newly registered in February 2008, it was not required to submit an annual return..

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission

Views of service users

No completed questionnaires were submitted by service users prior to the inspection.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a 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 this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Two visits were made to the premises on 8 and 26 August 2008. One visit was made to Carolina House Trust office base in Dundee on 28 August to review records which were held centrally. A further meeting took place on 19 September with the service manager and the Director of Operations to give feedback.

#### Evidence

During the inspection, the young person currently living at Stratheden Court was interviewed. Discussion also took place with the manager of the service, one senior member of staff, and the Health and Safety manager.

The premises were inspected.

A range of policies, procedures and other relevant documentation was examined, including:

Care plans for present and previous service users;

Health and safety policy;

Risk assessments;

Child protection policy;

Participation strategy; Results of evaluation exercise

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

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/>

#### Fire Safety Issues

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)

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

Not applicable - this was the first inspection of this service

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

This was completed to a good standard prior to the inspection. The self-assessment evidenced an understanding of the Quality Themes and grading system, and provided a very good base on which to carry out the inspection of this service.

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

One service user was available to give their views. They were generally satisfied with the service offered by CHT, and commented positively on the premises, and the quality of support offered by staff.

**View of Carers**

The views of carers were not sought for this inspection.

## **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 organisation was committed to involving service users and their carers in assessing and improving the quality of care and support provided. To this end, they had introduced a Participation Strategy which established the principle of participation and looked at the ways in which people could be meaningfully involved in the process. A Participation Forum had been established bringing together staff from the different services offered by the organisation to ensure that the strategy included all service users and stakeholders. The organisation had used a variety of methods to encourage participation, including evaluation questionnaires, meetings, and a fun-day to launch the strategy and raise awareness.

A post-placement evaluation exercise had been done with one young person. It was noted that the service had used a manager who was independent of service responsibility of the service to facilitate this.

Young people were closely involved in the planning and delivery of their care and support plan, on informal and formal bases. One-to-one meetings and care reviews took place regularly. The young person in this service regularly participated in the shift handover meeting, and was therefore fully involved in the ongoing review and planning of his care. He confirmed that staff always discussed issues in a way which enabled him to feel that his views were respected and valued. During the inspection, staff at all levels were observed to encourage the young person to share their views about a range of issues.

#### **Areas for Development**

The participation and evaluation strategies were at an early stage of development, though indications were that the organisation was strongly committed to taking this forward as an integral part of its overall development plan.

It is suggested that the service should formulate an action plan based on the information gathered through participation and evaluation in order to make best use of the information gathered during these processes (see recommendation 1)

#### **CCO Grading**

4 - Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

1

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

## **Service Strengths**

The service paid close attention to ensuring that they promoted the health and wellbeing of young people using the service.

Care plans for the young person using the service and for one young person who had recently left the service were examined. The care plans evidenced that young people were registered with a GP and dentist, and that they were encouraged and supported to attend medical and dental appointments.

Some very structured work aimed at enabling one young person to overcome their anxiety about going to the dentist had resulted in a significant improvement in their oral health, and had established the foundations for a more confident approach for the future.

A sustained focus on promoting healthy eating and exercise had resulted in a significant weight loss and increased physical fitness for one service user. This had the added bonus of improving social skills and self-esteem.

The young person who was seen during the inspection confirmed that staff encouraged him to eat a healthy diet. He gave examples of how staff had encouraged him to learn to cook some basic meals from scratch, avoiding processed food. It was also noted that staff encouraged young people to engage in a range of physical activities.

A smoking policy is in place. This was understood by young people and staff, and was seen to be observed during the inspection.

A child protection policy was in place which took account of local area Child Protection Committee guidelines. The organisation has a designated child protection officer who ensures high standards of policy and practice are maintained. A programme of training has been organised and will ensure that all staff in the service receive appropriate training.

## **Areas for Development**

Given that this service works with young people and young adults between the ages of 16 and 25, the organisation should ensure that robust policies, procedures and training are in place in relation to the protection of vulnerable adults as well as for children (see recommendation 1).

## **CCO Grading**

5 - Very 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**

The service enabled young people using the service to participate in the assessing and improving the quality of the service in a variety of ways, as described under Quality Statement 1.1.

In relation to the environment, this included seeking and implementing the views of young people in relation to the decoration, furnishings and equipment provided.

The service is currently provided from a newly renovated cottage close to Cupar.

The views of the previous occupant had been taken into account in relation to the decor, and the current occupant had also been consulted with a view to changing some aspects of the environment to his taste. He said that he was happy with the accommodation as it was, and had been encouraged to personalise his room. He particularly appreciated having an en-suite shower room.

One example of how the service responded to young people's views about the environment was the fact that they had replaced TV aerials to ensure better reception following comments by young people.

### **Areas for Development**

none noted

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 3: The environment allows service users to have as positive a quality of life as possible.**

### **Service Strengths**

These premises had been recently redeveloped by Carolina House Trust, paying close attention to meeting the National Care Standards and health and safety requirements. Very good systems were in place to ensure the health and safety of young people, with a comprehensive range of policies, procedures and risk assessments in place. Staffing levels were determined following detailed assessments of the young people's needs.

The service was safe, clean, hygienic and comfortable, enabling young people to live alongside staff in a relaxed environment. The premises were well-equipped, and young

people had access to a range of technology to enhance their lifestyle.

Staff worked closely with young people and their families, and with social workers to achieve an appropriate balance between supervision and independence according to the young people's needs. Since the purpose of the service was to enable young people to develop independent living skills, staff encouraged young people to budget, cook, do laundry, and travel independently. The young person using the service said that staff actively helped him to develop these skills.

The young service user said that staff respected his privacy and dignity at all times.

Staff recognised the importance of helping young people to maintain and develop relationships, and families and friends were able to visit by prior arrangement. Staff also facilitated contact with family members and friends who lived a distance away.

Very good use was made of community facilities such as leisure and sports centres, and cafes and restaurants, to encourage independence and enhance the quality of life of the young people using the service.

### **Areas for Development**

Although the rural location had many advantages for service users, the organisation should also consider the potential drawbacks of the setting for some young people.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

## Quality Theme 3: Quality of Staffing

### Overall CCO Theme Grading: 3 - Adequate

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

#### Service Strengths

The service enabled young people using the service to participate in the assessing and improving the quality of the service in a variety of ways, as described under Quality Statement 1.1.

In relation to staffing, the organisation had recently undertaken an extensive review and restructure of this service, which has led to greater continuity of care being provided by smaller dedicated staff teams. Part of this decision was based on comments made by previous users of the service about the lack of continuity of care they experienced due to the deployment of large numbers of sessional staff.

To date, Carolina House Trust has not involved young people in the recruitment of staff. However, the Participation Strategy aims to include young people in the process, and has developed a training programme to empower young people to become involved in a meaningful and informed way. The organisation believes this will enhance its already rigorous selection process.

#### Areas for Development

none noted

#### CCO Grading

4 - Good

#### Number of Requirements

0

#### Number of Recommendations

1

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

#### Service Strengths

Staff were recruited through Carolina House Trust's recruitment and selection procedure which includes enhanced Disclosure Scotland checks, references from previous employers, medical declarations and interview.

Staff had copies of the Scottish Social Services Council (SSSC) Codes of Practice, and were provided with opportunities to achieve the qualifications necessary to register with the SSSC.

All staff were provided with induction training at the commencement of their employment, and current staff confirmed that they had undertaken a new induction process when they moved

into the current premises.

The staff group within this service were well-qualified, skilled and demonstrated a high level of commitment to achieving positive outcomes for the young people.

The recent restructuring of the service had led to a much greater degree of continuity of care in the service. During the inspection, staff showed that they knew the young people very well and the young person using the service said that staff treated and supported him well.

The restructuring had clearly defined management roles and responsibilities within the service. Newly appointed seniors were being provided with supervision training.

### **Areas for Development**

Although there was a supervision policy and structure in place, the recent organisational changes meant that regular supervision had not yet been established in this service (see recommendation 2).

The organisation had invested heavily in staff training, and staff commented positively about the availability of this. However, as yet, there was no clear link between supervision and the identification of staff development needs (see recommendation 3).

This service looked after young people who had a range of complex needs. The organisation did not have in place a strategy which identified and met the specific training needs of this staff group (see requirement 3).

### **CCO Grading**

3 - Adequate

### **Number of Requirements**

1

### **Number of Recommendations**

2

## 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 service enabled young people using the service to participate in the assessing and improving the quality of the service in a variety of ways, as described under Quality Statement 1.1.

In relation to management and leadership, young people had been involved in reviewing and developing a new handbook given to young people on admission to the service. The young person who was interviewed conformed that he had been consulted about the handbook and that his views had been taken into account and incorporated into the updated version. He felt that his contribution to this process had been valued by the managers of the service. During the inspection, the young person was engaged in a lively discussion with the manager of the service about the smoking policy. The tone of the discussion was very positive, and gave the impression that both manager and young person were comfortable with the exchange of views about policy issues.

The service provided evidence that it was in the process of formal consultation with young people in relation to the planning of further developments within the organisation.

### Areas for Development

none noted

### 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 has gone through a period of significant change during the last year. The pro-active senior management team has implemented a comprehensive review of the organisation's structure and functions, and has published a clear mission statement, including values, vision and a strategic plan. The review and new developments within the service are the result of the organisation having taken account of feedback from a number of individuals, organisations and stakeholders, including the Care Commission. Though at an early stage, the Participation Strategy as implemented so far gives every indication that it will

meaningfully involve service users and other stakeholders in the future planning and development of the service.

Within the operation of the service, the service has a very comprehensive system of health and safety audits which are rigorously implemented.

Young people's care plans were subject to regular review internally and externally through the Looked After and Accommodated Children's (LAAC) review system. The quality of reports for external organisations is monitored through senior staff within the organisation. During the inspection, young people were aware of the complaints process, and expressed confidence in staff and senior managers to address any issues which might be raised in an informal basis. Young people were aware of and able to easily access outside agencies to advocate on their behalf.

The inspection focus area (IFA) under this quality statement was on the manager's understanding of the responsibility to report instances of misconduct and dismissal on the grounds of misconduct to the SSSC and to the Care Commission. The manager demonstrated a clear understanding of their role and responsibility in respect of these areas. A copy of the notification guidance was available, and the manager regularly accessed the SSSC website to keep informed about current developments.

### **Areas for Development**

A review of recording in care plans indicated that the quality of recording in daily observations varied considerably, and that there was no obvious system in place to monitor the quality of these (see recommendation 4)

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

1

**Regulations / Principles**

**National Care Standards**

## **Enforcement**

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

## **Other Information**

### **Requirements**

The service should ensure that staff are provided with the specialist training needed to meet the complex needs of the young people using this service.

This is in order to comply with SSI/2002/Regulation 114 (13)(c)(i) - a requirement to ensure that staff receive appropriate training for the job they are to do.

Timescale for implementation: by 31 March 2009

### **Recommendations**

Recommendation 1: The service should consider developing action plans to detail how it will take forward the issues raised by service users and stakeholders - National care Standards for care Homes for Children and Young People - Standard 7 - Management and staffing

Recommendation 1: The service provider should ensure that robust policies, procedures and training are in place in relation to the protection of vulnerable adults - National Care Standards for Adults with Learning Disabilities - Standard 9 - Feeling safe and secure

Recommendation 2: The service should ensure that it implements and maintains a system of regular supervision for staff at all levels within the service - Standard 7 - Management and staffing

Recommendation 3: The service should ensure that staff training needs are clearly identified through supervision, and incorporated into the staff training plan - Standard 7 - Management and staffing

Recommendation 4: The service should consider how it might monitor and improve the consistency of the quality of written records within the service - Standard 7 - Management and staffing

**Linda Paterson**  
**Care Commission Officer**