

Care service inspection report

Full inspection

Arran Villa Care Home Service

6 Mackerston Place
Largs



HAPPY TO TRANSLATE

Service provided by: Kibble Education and Care Centre

Service provider number: SP2004007042

Care service number: CS2012314383

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

We gave the service these grades

Quality of care and support	4	Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

The staff and manager benefited from a well planned and thorough induction process before the house welcomed the first child. This helped the adults to establish clear aims and objectives which has underpinned their practice as the service developed.

Staff have a good mix of experience and skills and have built positive relationships with the young people. There has been good opportunities for staff and young people to enjoy time together.

Good use of the surrounding area has enabled young people to experience positive recreational activities. Young people had good day routines.

What the service could do better

As a new service it is important that the team continue to evaluate their progress and the impact the service has had on young people.

What the service has done since the last inspection

This is the service's first inspection since registration.

Conclusion

Overall, we found the service to be performing very well at this inspection. Good planning from management and a committed and motivated staff team have helped to establish a warm and positive culture within the house. The manager and staff were alert to areas for development and were implementing a plan to address these.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service has been registered with the Care Inspectorate since 17.7.2015.

Arran Villa Care Home is provided by Kibble Education and Care Centre. Based in the coastal town of Largs, this large house provides individual bedrooms, two shared living rooms, shared dining area and a large garden.

The house is close to parks, beach and community facilities. It is close to public transport links.

Kibble Education and Care Centre states that Arran Villa Care Home provides an early intervention residential service for up to five at risk children aged between 5 and 12 years. It is a pre-fostering service that aims to ease transition to foster care and support children in their foster placement. This is achieved through approved Foster Carers from Kibble's Intensive Fostering Service working closely with staff to provide progressive community based care from an overnights respite up to and including six overnights shared care prior to moving to an appropriately 'matched' foster placement.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or

orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 4 - Good

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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 we did during the inspection

We made an unannounced inspection to the house on Sunday 20 March and a further visit on Wednesday 30 March 2016. We gave feedback to the service manager on this date.

At this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents.

We spoke to:

- four young people
- six residential workers
- one senior residential worker
- the service manager.

We received 13 Care Standards questionnaires from staff.

We received three Care Standards questionnaires from young people.

We spent time with staff and young people.

We looked at:

- a sample of young people's case files, including care plans, risk assessments, behaviour management plans
- evidence of how staff consulted with the young people, including records of 'Kids catch up' meetings
- photographs

- health & safety records, including incident records
- the environment
- environmental risk assessments
- records of staff meetings
- staff training records
- policies and procedures.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

Due to the short timeframe since registration, this service was not required to complete a self-evaluation for this inspection.

Taking the views of people using the care service into account

During this inspection we met with four young people who live at Arran Villa. On our first visit we spent time with two young people who showed us around the house and told us about their experience of living there. We observed young people and staff interacting and enjoying a recreational activity together.

During a subsequent visit we joined young people and staff for dinner and observed 'Kids catch up' time. We found young people to be comfortable in their environment and contributed to the planning arrangements for future social activities.

Taking carers' views into account

We did not speak with carers during this inspection.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 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 had achieved a very good standard of performance for this statement at this inspection. We found very good attention had been paid to supporting young people's participation and young people had benefited from being involved in a number of decisions within the house. We spoke with young people, staff and the manager. We also looked at young people's records, photographs and minutes of meetings to reach this conclusion.

Throughout our inspection we found opportunities for young people's participation were underpinned by the positive relationships with staff. Young people told us they liked staff and confirmed they would talk to them. We observed positive interaction and staff demonstrated a genuine interest in involving young people.

Young people's records demonstrated the service's child-centred approach to care planning, which includes views of young people. Records were colourful and personalised to make them accessible to each young person.

Young people were encouraged to become involved in monitoring the progress of their care plans through regular key-time and opportunistic work with staff. Through our observations and discussions with young people we found they had been supported to participate in care planning decisions in age and stage appropriate ways.

Young people were encouraged to attend regular progress meetings with key professionals and, where appropriate, family members. Staff told us they were committed to ensuring young people were well supported to attend their Looked After and Accommodated Child (LAAC) review and if necessary, this could include support from independent advocacy services.

The service had introduced 'Kids Catch Up' as an informal method to gather feedback about Arran Villa overall. We observed one example of this discussion over the dinner table and found young people to be comfortable and engaged in the conversation. Through these regular discussions young people had contributed to decisions made about activities, holidays and plans to visit neighbours.

Feedback from young people's participation was included as part of the staff team's weekly meeting. This helped to ensure young people's views were communicated throughout the team to support consistent practice. During our observation of a team meeting, we found staff considered young people's preferences whilst making decisions about a forthcoming holiday. Young people told us that staff "think about what we like".

Young people had lots of opportunities to become involved in meal planning. This included all young people spending individual time cooking with the cook throughout the week and taking turns to choose the main meal of the day. Young people told us they liked the food and that there was, "always plenty to eat".

Young people told me about their involvement in designing and furnishing the outdoor 'hobbit house'. The young people were clearly very proud of their role and were keen to 'show off' the resulting outdoor play house. See also quality theme 2 - statement 2.

Arrangements were in place within Arran Villa to support young people to become involved in staff recruitment.

This was underpinned by the provider's wider organisational commitment to supporting the participation of young people. We look forward to seeing the impact of this at our next inspection.

Areas for improvement

Being a new service, Arran Villa had not fully implemented all of its planned systems to support the participation of young people and their family. For example, the full deployment and analysis of feedback surveys. The manager and senior staff were clear they needed more time to ensure all feedback is used to inform change and development of practice and systems. We look forward to seeing the progress around this at our next inspection.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

Service strengths

There was good evidence that young people were able to make individual choices and that they were supported to achieve their potential. We spoke with young people, staff and the manager. We examined a sample of written evidence, including care plans and incident records.

Young people had a lot of choice in their day-to-day lives, for example in choosing how they look, what they wear, what leisure activities they participate in and how they personalised their own bedroom. They were well supported to make sensible choices through an individual incentive scheme. We observed young people planning their spring holiday trip.

Young people were supported to achieve in a variety of ways, including educationally, socially and emotionally. Care plan records for young people included 'My Kibble Journey', risk management plan and behaviour support plans. Records reflected the Scottish Government's paper 'Getting it Right for Every Child' (GIRFEC). These provided good detail about young people's outcomes and supports required to achieve them. Staff demonstrated a clear understanding of the importance of good care planning to support young people to identify and reach their potential.

Young people had benefited from regular individual time with staff. In addition to key-time, staff used opportunistic times such as shopping and trips out with young people to support the progress of individual plans. Through our discussions with staff and observations of practice, we found practice reflected the individual needs of young people.

In line with the aims of the service, staff recognised the importance of good quality assessment and intervention to help prepare young people for a potential move to a family based placement.

Staff were alert to the need to avoid drift within care planning, whilst reflecting on individual needs of the young people.

Care planning arrangements included detailed support for respite carers and/or family contact as appropriate. Staff told us they were aware that these visits could be a time of anxiety and worry for young people and as such, had plans in place to support young people's emotional and social needs at these times.

Residential staff have worked closely with Foster Carers from Kibble's Intensive Fostering Service to provide regular family based care both on a respite and shared care basis in line with young people's care plans. At the time of the inspection, two young people received regular respite and another young person had progressed onto shared care prior to a planned move to a full time foster placement. This supports their ultimate outcome to be rehabilitated into an appropriately 'matched' foster family. The service aims to ensure that young people receive a positive experience whilst at Arran Villa whilst a holistic assessment of the young person's needs supports the 'matching' of an appropriate foster family.

Young people within Arran Villa were well supported to attend Kibble's own education provision or, where appropriate, mainstream schooling. Well-established links were in place between Kibble's education and care staff to support an overview of young people's progress. We reviewed an example of care staff working with the placing local authority to support mainstream schooling and concluded staff were advocating appropriately with a view to ensuring the young person's potential is maximised.

Care plans demonstrated the high importance placed on encouraging young people's hobbies and interests. At the time of this inspection, young people were engaged in swimming, snooker and football clubs. Young people had also benefited from activities in the local area, including trips to parks, beach and hill walking. All these activities have the potential to contribute to young people's physical, emotional health and social outcomes.

Individual care plans recognised the benefit of therapeutic work as required.

Art therapy, for example, was available to provide opportunities for young people and explore and share their feelings. The outdoor 'hobbit house' provided a calm and child-friendly environment to support individual work.

Areas for improvement

As a new service, the manager and staff have been reviewing the initial working arrangements. Whilst we found sufficient numbers of staff on duty during the inspection period, the service has identified the need to increase the pool of staff available to help the service continue to provide opportunities for good quality individual work with young people. Arrangements for this were well under way at the time of this inspection and we look forward to seeing the impact of this.

We have identified a number of systems in place within the service to support young people to reach their potential. We recognise the service will need time to fully embed and evaluate the effectiveness of these in relation to the aims and objectives of the service. We look forward to seeing longer term impact of these at our next inspection.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

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 environment within the service."

Service strengths

At this inspection we found the service had achieved a very good standard of performance for this statement.

Please refer to quality theme 1, statement 1 for evidence to support this statement.

Areas for improvement

Please refer to quality theme 1, statement 1 areas for improvement.

Grade

5 - Very 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

At this inspection we found the performance of the service was very good for this statement. We looked at risk assessments, maintenance arrangements, incident records and the staffing schedule. We spoke to young people, staff and the manager.

Arran Villa had been refurbished to provide a homely, spacious living environment for the young people. Young people had their own bedrooms and access to shared living and dining areas. Young people told us they enjoyed playing in the good-sized garden and at the local park. A large outdoor play room had been built-in the back garden, known as the 'hobbit house'. This had been furnished to a high standard and stored a range of appropriate toys and resources for the young people.

Young people's pride in their house was demonstrated well by two young people who gave us a tour of the main house and hobbit house. The young people gave us good information about how to keep themselves safe in the house, including fire safety.

Young people were benefiting from accessing the local environment. Please refer to quality theme 1, statement 2. The staff and manager demonstrated a commitment to ensuring young people had positive experiences in their local and surrounding areas.

A wide range of environmental risk assessments had been completed to help staff minimise potential risks to young people and adults. We observed staff practice to reflect these assessments to keep young people safe.

Maintenance arrangements were in place through the provider and staff told us repairs were completed to a good standard. The organisation's health and safety officer has a monitoring role and regular health and safety checks were

carried out by staff within the house to keep the high standard of the physical environment.

To help ensure the safety of young people and adults, all young people had individual risk assessments and behaviour support plans. Staff received training in Safe Crisis Management (SCM), which, along with young people's plans, provided staff with the knowledge and skills to minimise risks during times of crisis. Staff demonstrated a good knowledge of de-escalation techniques and how this information influenced their practice.

Records highlighted that at the time of this inspection; young people in the service were engaged in positive day routines and were largely settled in their environment. This meant they were more able to focus on fun activities and education placements.

The management team at Arran House have recognised the need to increase staffing levels to ensure young people are safe and engaged in positive activities, whilst balancing the need to allow them to play naturally together. In response, staff ratios have been increased to provide sufficient support to the young people. At the time of this inspection further staff recruitment was underway to ensure the pool of available staff remained high enough to support this.

All staff received child protection training as part of the organisation's mandatory annual training programme. Additional developmental sessions had been held with staff to help them consider child protection issues for younger children.

Areas for improvement

The service should continue with plans to expand the pool of staff available to support the wellbeing of young people.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

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 staffing in the service."

Service strengths

At this inspection we found the service had achieved a very good standard of performance for this statement.

Please refer to quality theme 1, statement 1 for evidence to support this statement.

Areas for improvement

Please refer to quality theme 1, statement 1 areas for improvement.

Grade

5 - Very 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

At this inspection we found the performance of the service was very good for this statement. We spoke to young people, management and staff. We considered staff induction, development opportunities and support systems for staff.

Staff at Arran Villa presented as genuinely interested in the young people and demonstrated a good awareness of individual placement plans. We observed positive interaction, with young people appearing relaxed and comfortable around staff.

Staff had applied to work at Arran Villa from within the wider Kibble organisation. Staff who joined the team came with an understanding of the values and aims of the service and a range of skills and experience. Through our discussions with staff it was evident they remained motivated and committed to ensuring the aims and objectives of the service resulted in improved outcomes for young people.

A two-week induction programme was undertaken by all staff prior to Arran Villa opening. This provided an opportunity for staff, with existing knowledge in child care, to develop a greater understanding of younger children between 5 to 12 years. Topics included child development, health and play. SCM training was provided in a context of addressing the needs of a younger age group.

Social pedagogy has been a feature of the professional development for the team with most of staff having completed 'The Introduction to Social Pedagogy' module'. Staff use reflective diaries as a tool for self-evaluation to help them reflect practice, which conveys the values and ideas of this discipline.

Staff have access to supervision covering a range of topics. This included progress of placement plans, child protection, training and service development. Staff confirmed they found the management team approachable and had access to them outwith formal arrangements.

Staff were registered with the Scottish Social Services Council (SSSC) and had achieved or were working towards qualifications appropriate to their role.

We found staff rota arrangements supported a consistent staff team to help young people feel safe and secure. At the time of this inspection arrangements were underway for the recruitment of new staff to increase the pool of workers available.

Areas for improvement

The service should continue with plans to ensure staff participate in an annual development review and that this should influence a staff development plan for the service.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service."

Service strengths

At this inspection we found the service had achieved a very good standard of performance for this statement.

Please refer to quality theme 1, statement 1 for evidence to support this statement.

Areas for improvement

Please refer to quality theme 1, statement 1 areas for improvement.

Grade

5 - Very 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

To access this statement we spoke with young people, staff and the manager. We considered written records and observed practice. Our findings indicated a very good standard of performance had been achieved.

A range of quality assurance systems were in place within Arran Villa. For example, monitoring incidents, internal checklists, complaint procedure and unannounced audits by Kibble's auditors. These have contributed to the high quality of service that we have reported on throughout this report.

The emphasis placed on staff development is evidenced through the opportunities staff have taken to progress within the organisation. Staff are also encouraged to 'lead' on specific tasks. Providing staff with a range of responsibilities has helped to develop a reflective culture where continuous improvement and ongoing learning is welcomed and encouraged.

Team meetings minutes evidenced interventions, practice and developments were discussed. This process helped staff to reflect on practice and share ideas in a group setting and contributed to the learning culture evident in the service.

Staff and young people have been involved in developing the service's initial development plan and the result is a plan which is accessible and meaningful for those it most affects.

Evaluation on the early progress of the service has been sought. This has been through a survey monkey for staff, carers and placing social workers. As part of the self-evaluation process, the manager has considered this feedback along with benchmarking with other comparable services to contribute to planning arrangements.

As previously mentioned within this report, the service has placed high value on the integration of the home within the local community in terms of providing positive experiences for the young people. As such, the manager, staff and young people have been making an effort to participate in community life and enjoying recreational visits with neighbours.

Areas for improvement

We noted further involvement of young people, staff and other stakeholders in the services' self-assessment would enhance the quality of information and contribute to the action plan for service development.

As a relatively new service the manager recognised that it would take time to evaluate the impact of support on outcomes for young people. The service should continue with plans to monitor the progress of young people's care plans in line with the aims and objectives of each placement.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

6 Complaints

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

7 Enforcements

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

8 Additional Information

9 Inspection and grading history

This service does not have any prior inspection history or grades.

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

You can also read more about our work online.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

Other languages and formats

This report is available in other languages and formats 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।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

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