

# Kibble Education and Care Centre School Care Accommodation Service

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**Type of inspection:**

Announced

**Completed on:**

23 August 2018

**Service provided by:**

Kibble Education and Care Centre

**Service provider number:**

SP2004007042

**Service no:**

CS2003001291

## About the service

Kibble Education and Care Centre is administered by a voluntary board of trustees on behalf of the Miss. Elizabeth Kibble Trust. Kibble is a residential school which provides care, support, and education for up to 75 young people between the age of 12 and 18 years, who are experiencing emotional, behavioural, and educational difficulties.

Since 2010, Kibble has been registered to accommodate both boys and girls. The service is inspected by us at least once per year on an unannounced basis. As well as being inspected by the Care Inspectorate, the centre is also subject to joint inspections by Her Majesty's Inspectorate of Education (HMIE), known as Education Scotland, at four-year intervals and is registered with the Registrar of Independent schools. The service is situated within extensive grounds on the north side of Paisley. The service is a campus style with community-based units and provides a range of specialised and intensive provision. KibbleWorks, which is a social enterprise initiative, is off-site and provides young people with support and assistance into employment.

In addition, Kibble provides an intensive fostering service which is registered separately with the Care Inspectorate. The campus is divided into nine separate units, with all units having en suite facilities. All units have sufficient space for young people in terms of sitting rooms, games rooms, and dining areas. Young people have access to recreational facilities, including a swimming pool, gym, and football pitches. The educational centre on campus is a modern facility providing young people with high standard equipment and an environment conducive to learning.

This service has been registered since 1 April 2002.

## What people told us

We interviewed 16 young people on the main campus and in the community houses. Most of the young people indicated that they were very satisfied with the service. All indicated that they felt safe. The following were some of the comments which the young people expressed during the inspection:

- "They are spot on with everything."
- "You give respect and you get respect."
- "If you need to talk, there is always someone there."
- "They have really helped me to calm down and deal with things better."
- "They have really helped me a lot. If you buy into it, there is no end to the help you can get."
- "It's actually ace."
- "You get the best possible support here. You can always find someone who has time for you."
- "I get on really well with my key worker."
- "I have regular contact with my key worker. Education is alright."
- "Yes, they listen to me. They do nice stuff help me at breakfast time - make me toast and things."

- "The place is really nice - just have a look."
- "If I have a worry or a complaint I can go and speak to staff."
- "I feel loved. I have achieved in my placement."
- "I think it's really good here. Staff are really good at understanding us."
- "We go on outings and all the basic things are well taken care of."

We were able to interview several parents during our visit. The following were comments made by parents:

- "Kibble has been a Godsend, can't be any more positive. Staff are excellent."
- "Every member of staff cares for my child. Health is well catered for."
- "I am given a regular report and anything we need is carried out."
- "I have regular reviews where I can talk about my son. It's been great and a real place where I can get help for my son, they always try things."
- "Every member of staff speaks to me with respect. They are fantastic. The management run this place very well."

We also sent out a questionnaire to social workers who placed young people within the centre. We received eight responses. All were extremely pleased with the outcomes that young people were achieving within the service. Some of their comments were as follows:

- "Management are always contactable and attend Looked After Child reviews to support the key workers. Overall, Kibble have offered my young person a positive environment to address their issues. The health and emotional care needs were met and additional support provided where required. Having education on site has offered the young person the opportunity to achieve better educational outcomes. I believe that this has been due to the consistency of him attending a school on site and the additional opportunities that they offer."
- "The Well Tree programme has been excellent in offering the young person counselling to address past and current issues as well as offering support to the key professionals who work with them. More recently they have also been able to offer family therapy work through the family support service to enhance and promote the young person's relationship with their mum in the hope that they can safely be returned home in the future."
- "I think the quality of care and support provided by Kibble is to a high standard. All health needs are met. My young person has engaged and achieved in education and new opportunities are open to them with regards to their education."
- "My young person is included in decision-making and is offered new opportunities such as joint work with the elderly and volunteering in the local care home."
- "I find this unit furnished to a high standard as well as offering communal living space and their own privacy. The reception area offers additional security."

- "Management appear to be 'hands on' and know the young people in their care."
- "The comfort aspects are excellent. Staff are 1:1 ratio so this gives a high level of monitoring and security."
- "The young person gets on well with all the staff and has a very good relationship with their key worker and co key worker."
- "Staff have a high level of knowledge and skills and communication with me is very good."
- "The young person benefits greatly from having a committed staff group who know them well, in particular a good working relationship with their keyworker who they have known for a number of years now."

There were also several comments which indicated that the services could improve. Both elements were passed on to the management team. These were as follows:

- "The unit was not as homely environment of other residential units in the service."
- "The weekly synopsis could be more informative and could include the SHANARRI headings which is more helpful and focused."

## Self assessment

We did not request a self assessment. The service provided evidence throughout the inspection process which we used to examine the progress and improvement that they have made during the past year. This included an overview from the organisation's annual services plan, individual unit development plans, and the self assessment that the service had developed underpinned with the new Health and Social Care Standards.

## From this inspection we graded this service as:

|   |               |
|---|---------------|
| <b>Quality of care and support</b>          | 5 - Very Good |
| <b>Quality of environment</b>               | 4 - Good      |
| <b>Quality of staffing</b>                  | not assessed  |
| <b>Quality of management and leadership</b> | not assessed  |

## What the service does well

The service's staff were very good at building and sustaining relationships with young people. We observed warm and caring relationships with young people and found that staff were genuinely committed to ensuring young people achieved and had focused individual key work to ensuring that young people's needs were met. All young people had individual care plans which were reviewed and updated. We were able to see that young people had appropriate risk assessments and personal support plans in place which ensured that all aspects of their behaviour was well managed.

All young people spoken to indicated that they attended education or work programmes to help enhance their skills. Many young people had the opportunity to undertake work experience, work placements, or paid work through the service's social enterprise programme KibbleWorks. This was a fantastic facility that gave young people the opportunity to gain skills that they could take into full employment. Young people were achieving,

gaining apprenticeships as well as many having attained successful exam results in achieving National 4 and National 5 qualifications. All of this ensured that most young people had positive educational outcomes.

The service had comprehensive health assessment which was carried out by a specialist looked after and accommodated children (LAAC) nurse. This ensured that young people had all their basic checks and immunisations and that they had follow up appointments with GPs. There was active support for young people to access community health agencies to promote their sexual health and to manage alcohol and substance misuse.

There was a well resourced Special Intervention Service (SIS) that provided assessment and therapeutic support for all young people. This was an extensive service that provided numerous therapies and programmes to help young people experiencing trauma. There had been a large investment in providing a trauma informed culture which will be developed over the next few years to ensure the whole culture of the organisation is trauma informed.

We examined the medication system in both the open and secure facilities and found that there was a comprehensive system in place which had good storage facilities and was found to contain accurate and up-to-date medication. The system was audited by night staff who ordered repeat prescriptions. Staff were found to be knowledgeable about medication and stated that this was due to their competency-based training.

There has been excellent transition planning, including staff accompanying young people to other countries, staying over for a few days to meet the family, and to help the young person settle. Similarly, in the community house, transitions have been planned in detail, taking account of the young person's feelings and ensuring that key staff are available to support the transition. There was also very good use of the family therapy service which was well used to help families develop positive relationships and assisted in helping parents develop strategies to help them care for their children at home. Parents indicated that staff had very good knowledge of young people and were good at ensuring that they were well cared for. They indicated that staff were very good at keeping them up-to-date with young people's progress.

The service had made considerable progress addressing previous areas for improvement. This included holding safely paperwork. We found that there was clearer recording of all critical incidents. We found that all incidents were completed, that young people we are supported well with Life Space interviews, and that staff are all receiving a debriefing so that they could reflect on their practice. Young people all indicated that they felt safe.

Young people were aware of the formal complaints procedure and indicated that they were able to raise any concerns. We saw a very transparent system where responses were received and dealt with effectively by a senior manager. Young people all had independent advocacy service, provided by Who Cares? Scotland. Young people had benefited from this support.

We were able to see that there had been a program of redesign of several of the units. Two units that we examined were of very high standard and were very homely with soft furnishings and comfortable and personalised bedrooms. There was also a need for the service to continue to improve some of their existing units.

## What the service could do better

There could be the potential for some better recording around potential child protection incidents. We found that on one occasion there had been an allegation which had been investigated appropriately but there was no

record of this within the file. We would advise that all major incidents have an investigation record and with a clear outcome.

There was still a need to continue to develop the Kibble Journey and also the Wellbeing Web as they sometimes seem disjointed. We also found variability in consistency of care planning in the centre.

There were some issues with the service that young people receive from outside country placements. We acknowledge that the service has made considerable inroads to reducing these and would advocate the need to keep pressing local authorities to ensure there is regular contact. This may be a function for the advocacy service.

There was a need for a more regular audits of environmental areas, such as the outside space. There were some issues with the standards within young people's rooms. These were brought to the attention of the senior management team.

We also thought that there was a need to fully implement the service's no smoking policy as we were aware of a number of issues around smoking.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

| Date        | Type        | Gradings   |
|-------------|-------------|--|
| 31 Aug 2017 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership |
|             |             | 4 - Good<br>Not assessed<br>Not assessed<br>5 - Very good                |
| 3 Jun 2016  | Unannounced | Care and support   |
|             |             | 5 - Very good  |

| Date        | Type        | Gradings   |  |
|-------------|-------------|--|--|
|             |             | Environment<br>Staffing<br>Management and leadership                     | 5 - Very good<br>Not assessed<br>Not assessed                    |
| 24 Aug 2015 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>4 - Good<br>5 - Very good<br>5 - Very good      |
| 29 Jan 2015 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>5 - Very good<br>5 - Very good<br>5 - Very good |
| 14 Aug 2014 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>5 - Very good<br>5 - Very good<br>5 - Very good |
| 24 Jan 2014 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>5 - Very good<br>5 - Very good<br>5 - Very good |
| 21 Jun 2013 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>5 - Very good<br>5 - Very good<br>5 - Very good |
| 19 Mar 2013 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>5 - Very good<br>6 - Excellent<br>6 - Excellent |
| 3 Sep 2012  | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>5 - Very good<br>Not assessed<br>Not assessed   |
| 28 Feb 2012 | Unannounced | Care and support   | 6 - Excellent  |

| Date        | Type        | Gradings   |
|-------------|-------------|--|
|             |             | Environment 5 - Very good<br>Staffing Not assessed<br>Management and leadership Not assessed                                   |
| 8 Feb 2011  | Unannounced | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 5 - Very good<br>Management and leadership Not assessed |
| 9 Aug 2010  | Announced   | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing Not assessed<br>Management and leadership 5 - Very good |
| 22 Feb 2010 | Unannounced | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 5 - Very good<br>Management and leadership Not assessed |
| 9 Oct 2009  | Announced   | Care and support 4 - Good<br>Environment 4 - Good<br>Staffing 4 - Good<br>Management and leadership 4 - Good                   |
| 24 Feb 2009 | Unannounced | Care and support 5 - Very good<br>Environment 5 - Very good<br>Staffing 4 - Good<br>Management and leadership 4 - Good         |
| 3 Sep 2008  | Announced   | Care and support 4 - Good<br>Environment 4 - Good<br>Staffing 4 - Good<br>Management and leadership 4 - Good                   |



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