

DUNDEE CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE - 18 NOVEMBER 2009

**REPORT ON: STRATHCARRON PLACE YOUNG PERSON'S UNIT,
CARE COMMISSION INSPECTION REPORT**

REPORT BY: DIRECTOR OF SOCIAL WORK AND HEALTH

REPORT NO: 542- 2009

1.0 PURPOSE OF REPORT

The purpose of this report is to summarise the findings and grading awarded by the Care Commission to Strathcarron Place Young Person's Unit.

2.0 RECOMMENDATIONS

It is recommended that the Scrutiny Committee

- i notes the contents of this report and
- ii requests that the Director of Social Work monitor the continued progress towards improving this service.

3.0 FINANCIAL IMPLICATIONS

None

4.0 MAIN TEXT

4.1 Background

The Scottish Commission for the Regulations of Care is responsible for the inspection and regulation of all registered care services in Scotland. The Commission ensures that care service providers meet the Scottish Governments National Care Standards and that in doing so they provide quality care services. Inspection reports are published on the care services register on the Commission's website at www.carecommission.com.

The Care Commission's focus of inspection targeted the following Quality Themes.

- Quality of Care and Support
- Quality of Environment
- Quality of Staffing
- Quality of Management and Leadership

Each Quality theme is made up of several quality statements and this inspection focussed on eight of these quality statements

4.2 The Care Commission identified the following strengths at Strathcarron:

- There was very strong evidence that the manager and staff encouraged and enabled young people to participate in assessing and improving the quality of care and support they receive.
- There were very good arrangements in place to ensure the health and well-being needs of young people are being met.
- There was very strong evidence that effective working relationships with other agencies were in place resulting in positive outcomes for young people.
- There was strong evidence that very good use was made of the communal space to ensure the different needs of individuals are met.
- There was very strong evidence that the young people were very closely involved in the development of plans for a replacement building.
- There were very good systems in place to ensure the environment was safe and service users were protected. Of particular note was the training provided for young people on internet safety.
- All staff are trained and experienced in child protection and the manager holds a post graduate qualification in Child Protection.
- There was very strong evidence of the meaningful involvement of young people in the recruitment and selection of staff.
- There was excellent evidence the service was able to evidence how the particular needs of one child led to staff identifying and assessing specialist training and resources for the benefit of the young person and the development of staff.
- There was very good evidence that staff are subjected to a robust recruitment and induction process supported by a twelve month period of core skills training.
- There was very strong evidence the service uses a range of methods to allow the young people to participate in assessing the quality of leadership and management. The young people are involved in discussion at local and national level.
- There was very strong evidence the manager was actively involved in policy development and evidenced she reflected the views of young people.
- There was very strong evidence that the team was pro active in evaluating their practice and performance.
- There was very strong evidence that the manager promoted a culture of individual and team development.

4.3 **Strathcarron Young Person's Unit**

Strathcarron is a young person's unit with five beds for young people aged between 12 and 16 years on admission. The unit is managed by Dundee City Council Social Work Department. It is subject to registration and inspection by the Care Commission for Scotland. Staff are subject to the regulations of SSSC.

The Quality Indicators used by the Care Commission are:-

6	Excellent
5	Very good
4	Good
3	Adequate
2	Weak
1	Unsatisfactory

The summary of grades at their most recent inspection on 30 June 2009 were as follows:

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good

There were no enforcements or requirements placed on the unit.

5.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk management.

6.0 CONSULTATIONS

The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Director of Finance have been consulted in preparation of this report.

7.0 BACKGROUND PAPER

Committee Report 186-2008 - 'Care Commission - Introduction of New Grading System'.

Committee Report 338-2009 - 'Registered Care Services'.

Alan G Baird
Director of Social Work and Health

2 November 2009

scottish commission for
the regulation of care



Inspection Report

Strathcarron Place Young Persons Unit Care Home Service Children and Young People

20 Strathcarron Place
Dundee
DD2 4BB
01382 435994

Inspected by: Linda Paterson
(Care Commission officer)

Type of inspection: Announced

Inspection completed on: 30 June 2009

Improving care in Scotland

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Service provided by: Dundee City Council	
Service provider number: SP2003004034	
Care service number: CS2003000496	
Contact details for the Care Commission officer who inspected this service:	
Telephone 01382 207200 Lo-Call: 0845 6008331 Email enquiries@carecommission.com	





Easy read summary of this inspection report

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

We can choose from six grades:



We gave the service these grades

Quality of Care and Support		5	Very Good
Quality of Environment		5	Very Good
Quality of Staffing		5	Very Good
Quality of Management and Leadership		5	Very Good

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

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

What the service does well

The service provides a comfortable, homely environment in which young people are well-supported by a skilled and experienced staff team. Young people's needs are carefully assessed, and staff work closely with young people, families and carers and other agencies to enable each child to reach their potential.

What the service could do better

The service could further improve the ways it records the health needs of young people.

What the service has done since the last inspection

The service has continued to develop the ways in which young people and staff can contribute to the development of the service.

Conclusion

Strathcarron Place Young Person's Unit provides a high quality service in which each young person's individual needs are met by a skilled and supportive staff team in a comfortable, homely environment.

Who did this inspection

Lead Care Commission Officer

Linda Paterson

Other Care Commission Officers

None

Lay Assessor

None

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

About the Care Commission

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

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

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

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

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

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

The "Care services" area of our website also:

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

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

About the National Care Standards

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

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

The Scottish Government publishes copies of the National Care Standards online at:
www.scotland.gov.uk

You can get printed copies free from:

Blackwells Bookshop
53-62 South Bridge Edinburgh
EH1 1YS
Telephone: 0131 662 8283
Email: Edinburgh@blackwells.co.uk

What is inspection?

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

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

When we inspect a service, typically we:

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

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

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

Our work must reflect the following laws and guidelines:

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

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

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

Recommendations, requirements and complaints

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

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

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

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

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

How we decided what to inspect

Why we have different levels of inspection

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

How we decide the level of inspection

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

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

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

Our inspections take account of:

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

What is grading?

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

Quality of Care and support: how the service meets the needs of each individual in its care

Quality of environment: the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);

Quality of staffing: the quality of the care staff, including their qualifications and training

Quality of management and leadership: how the service is managed and how it develops to meet the needs of the people it cares for

Quality of information: this is how the service looks after information and manages record keeping safely.

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

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

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

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

About the service we inspected

Strathcarron Place is a five-bedded unit providing care for boys and girls between the ages of 12 and 16 years, located in the Menzieshill area of Dundee.

Accommodation is provided in single bedrooms which the young people are encouraged to personalise. There is a spacious games/activity room which is well-equipped with games and craft materials, including a pool table. There is also a comfortable lounge and a dining kitchen.

The stated aim of the unit is "to provide a safe, supportive environment where each child and young person can be encouraged to reach his/her full potential, in accordance with National Care Standards and RoCA." The mission statement goes on to state that the unit is committed to working together with families, and promoting attendance at school.

At the time of the inspection, the process of building a new house to replace the existing premises had begun.

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

Quality of Care and Support	5 - Very Good
Quality of Environment	5 - Very Good
Quality of Staffing	5 - Very Good
Quality of Management and Leadership	5 - Very Good

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

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

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

How we inspected this service

What level of inspection did we make this service

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

What activities did we undertake during the inspection

Prior to the inspection, the service submitted an annual return and a self-assessment form as required by the Care Commission.

Pre-inspection questionnaires were sent out to young people who were using the service.

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

Discussion with the manager of the service;

discussion with the residential resource worker (RRW);

discussion with two members of staff;

discussion with two young people currently using the service;

observation of interaction between staff and young people,

site visit to new premises;

examination of a range of documentation relevant to the inspection including the following:

medication policy;

internet policy;

team meeting minutes;

working group meeting minutes;

information from team development day, including mind maps;

sample of staff rotas;

complaint, accident and incident records.

Inspection Focus Areas (IFAs)

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

For 2009/10 we will focus on:

- Meaningful activity for all adult services
- How care services assess the health of people with learning disabilities
- Involving parents for children's services
- Medication for looked after children for residential accommodation for children
- How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

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

The annual return

We use annual returns (ARs) to:

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

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

Annual Return Received

Yes - Electronic

Comments on Self Assessment

The self assessment was completed to a good standard prior to the inspection. The service identified evidence of strengths and some areas for development. For future inspections, the service could include more specific, outcome-based references in the self-assessment document.

Taking the views of people using the care service into account

Five young people submitted the pre-inspection questionnaire "How satisfied are you with your care service?" Of these, three said that they were "happy" and two that they were "very happy" with the service they received at Strathcarron Place. In addition, two young people were interviewed during the inspection, and both commented positively on the support given by staff and the quality of the environment.

Taking carers' views into account

The views of carers were not sought for this inspection.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

The manager and staff at Strathcarron Place had created an atmosphere in which young people were encouraged and enabled to participate in assessing and improving the quality of care and support they received in a variety of ways.

Young people and their parents or carers were closely involved in planning for their care. The sensitive and constructive approach of staff helped to ensure that this was a meaningful process which reflected the needs and wishes of young people. Young people trusted key workers to represent their views fairly, and staff were quick to promote the involvement of independent advocates such as the Children's Rights Officer

Records showed that staff also involved young people in developing their own risk assessments, resulting in more effective plans to help young people keep safe within the community. The involvement of young people in developing an agreed approach to the use of mobile phones, for example, had led to better communication with young people when they were away from the unit.

Staff had worked closely with young people to find effective ways of consulting them about all aspects of their care. They found that young people preferred to talk in a more informal forum than to sit down at a designated meeting. On this basis, they recorded issues which emerged during tea time discussions, and used these opportunities to raise and respond to a range of relevant issues, from holidays and Christmas arrangements to relationships and drugs and alcohol.

The age group of the young people being looked after at Strathcarron Place at the time of the inspection ranged from 12 - 17 years. The service demonstrated an individualised and varied approach to enabling each young person to influence the quality of the service they received in an age appropriate way, for example by using behaviour and reward charts for the younger children. There was also strong evidence of ongoing consultation with each individual to ensure that any interests and hobbies were catered for.

The service had also begun to use exit questionnaires to gather the views of young people who had recently left the service. Staff used this information, together with their experience of having worked with young people who had moved on, to reflect on and develop their practice. More specific opportunities for young people to influence the quality of the service included their involvement in the design of the new build, in staff recruitment and selection, and in policy development. these are discussed in more detail under the appropriate Quality Statements elsewhere in this report.

Areas for Improvement

None noted

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service Strengths

The service had very good arrangements in place to ensure that the health and wellbeing needs of the young people were met.

The dedicated nurse for young people who were looked after (the LAAC nurse) carried out an initial health assessment on young people as soon as possible after their admission. From this, any areas for further action were identified. All young people were registered with a GP and a dentist, and staff worked closely with young people to help them to overcome their fear of attending appointments. There was evidence to show that staff knew how to access appropriate resources if young people needed additional advice or counselling on matters such as drug or alcohol misuse and sexual health.

The service promoted a healthy lifestyle through the provision of a healthy diet and the promotion of physical activity. Staff had worked effectively with young people who had recently been admitted to Strathcarron Place to help them to try and enjoy a wider and healthier range of foods.

Within the unit, a room had been set aside and kitted out with gym equipment at the request of some of the young people. This was used regularly and provided opportunities for socialising as well as exercise. The staff team had established very good links with Kick it Kick off (KIKO), a local organisation which promotes self-esteem and physical fitness through a programme of structured physical activity. During the inspection, the effective working relationship between the manager of Strathcarron Place and KIKO staff was observed to have a very positive outcome for one young person in particular.

Throughout the inspection, staff demonstrated a very good understanding of the emotional needs of the young people in their care, and worked sensitively as a team to ensure that young people were supported through difficult times. Some very good work had been done by the team in relation to planning and assessment, leading to the development of clear and detailed care plans in complex situations.

Areas for Improvement

Although the service had written information on file about the health needs of young people, and were working with them and other agencies as appropriate to address identified health issues, health assessments were not clearly or prominently presented within care plans (see recommendation 1).

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1

The service should review and improve the way in which young people's health needs are

recorded in the care plan - National Care Standards for Care Homes for Children and Young People - Standard 11 - Keeping well - A healthy lifestyle

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

Young people were encouraged to give their views about all aspects of the service in a variety of ways, including formal and informal discussions on a 1:1 and a small group basis. In relation to the environment; young people were given choices about how their bedrooms were decorated and equipped, and were encouraged to bring personal belongings with them. The young people who were spoken to during the inspection said that they were happy with the standard of the accommodation and level of personalisation at Strathcarron Place.

Very good use was made of the communal space to ensure that the different needs of the individuals in the group were met, eg an upstairs lounge had been given over to the older children to give them some privacy and time away from the younger children, this as a direct result of views expressed by young people themselves. There was a very comfortable, homely feel about the unit, with young people using the space to play and interact in a very relaxed way.

Young people had been closely involved in the development of plans for the replacement build for Strathcarron Place, from consultation about the location of the new unit, lay out and fittings, landscaping of play areas, to the choice of its name. The manager attended regular meetings regarding the progress of the build and kept young people up to date with its progress. Young people have been consulted about the timing of the move and their views incorporated into the planning, so that they won't move until after Christmas.

Throughout the inspection, the manager demonstrated a strong commitment to promoting the young people's interests in relation to the development of the new build.

Areas for Improvement

none noted

Grade awarded for this statement

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

The service had very good systems in place to ensure that the environment was safe and service users were protected. The building was secure and in a good state of decoration and repair. All of the young people who completed pre-inspection questionnaires indicated that they felt safe and secure at Strathcarron Place, and one commented "I think the unit is a nice safe place to be." Feedback from social work staff and the Who Cares worker gave a positive view of the safety and security of the environment at Strathcarron Place

Appropriate policies, procedures and risk assessments were in place to ensure the safety and security of the young people. The manager had completed the HSE's Building management course which had enhanced her awareness and understanding of the issues relevant to safety of the building.

Of particular note at this inspection was the introduction of internet availability for young people, supported by a policy and training programme which used the expertise of the Child Exploitation and Online Protection Centre (CEOP) to make both young people and staff aware of the potential risks and how to manage these safely.

All members of staff were fully trained in the use of the CALM approach to managing behaviour, and had established a culture where de-escalation was used as a first response, with physical intervention used very much as a last resort. As a result, there had been only one incident of physical restraint in the past year.

All young people had written risk assessments which were reviewed as necessary. During the inspection, staff were seen to constantly review and reassess specific situations in the light of young people's changing circumstances. Plans were made to ensure young people were safe, without burdening them with too many rules and restrictions. Mobile phones were used effectively to support young people when they were away from the unit, but their restricted use at night time helped to protect them from unsuitable and unsafe contacts.

Staff were trained and experienced in child protection, with the manager holding a post-graduate qualification in Child Protection Studies. Evidence from care plans showed that staff were very aware of the risks facing young people, and that they raised child protection concerns appropriately with social workers or with the child protection team.

Areas for Improvement

None noted

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 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

The service had very good systems in place to enable young people to participate in assessing and improving the quality of staffing within the service.

This included the regular and meaningful involvement of young people in the recruitment and selection of staff, with the support and guidance of independent facilitators. In addition, young people were able to use a range of informal and formal meetings on a 1:1 or small group basis to give their views about a range of issues, including staff. The service evidenced that it listened to the views of young people, to the stage of using disciplinary procedures where this was necessary.

The service was also able to evidence how the particular needs of one child had led to staff identifying and accessing specialised training. The knowledge and understanding gained had then supported a structured assessment which had clarified plans for the young person's future. This episode was a very good example of how the needs of one child had resulted in the development of the skills and resources of the staff team, with a definable improved outcome for the individual child, and an overall improvement in the effectiveness, and therefore the quality of the staff team.

Areas for Improvement

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 2

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

Service Strengths

A centralised audit of Dundee City Council's recruitment policy and procedure was carried out in April 2009. At the time of writing this report, the findings of this audit were not available for publication. This will be published, alongside the relevant inspection focus area, in the next inspection report for this service.

Through examination of the policy and discussion with the manager, however, it was established the staff recruited by this service were subject to a robust recruitment process which involved Enhanced Disclosure Scotland checks being carried out, and appropriate references being followed up prior to employment.

Staff were also subjected to a varied interview and selection process, including group interviews, written submissions and interviews by service users, to establish that they had the necessary skills and values to enable them to do the job.

Discussion with staff indicated that the induction process was also robust, featuring a combination of orientation to wards policies and procedures of the service and of the wider organisation. Getting to know the young people in the service was a priority, and the staff confirmed that sufficient time on shadow shifts allowed this to be done effectively.

The initial induction period is supported by a period of core skills training for all staff within the first months of their employment which builds on the information provided during the induction. The effectiveness of the recruitment and selection process was evidenced through a confident and competent staff team.



SPACER 

Areas for Improvement

None noted

Grade awarded for this statement

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

The service used a range of methods to enable service users to participate in assessing and improving the quality of management and leadership within the service. This was done through a range of informal and formal meetings on a 1:1 and small group basis, as well as through the use of post-placement evaluation forms and an effective complaints procedure.

Young people had influenced the recruitment and selection of staff (including managers) and had been consulted about the development of policies and procedures which affected them, eg the use of mobile phones policy, and the procedure for access to the internet.

In addition, young people in this service had been extensively involved in consultation about local and national issues, with a positive outcome, eg the development of a new procedure which enabled young people to have overnight stays without the embarrassment of having to have their friends have police checks. Young people from Strathcarron Place had actively participated in the development of Dundee City Council's corporate parenting strategy which had resulted in the development of policies which were helping to normalise the experiences of young people who were looked after by the local authority. In conjunction with Who Cares? Scotland, they had also participated in a conference organised by the Scottish Institute for Residential Child Care (SIRCC), helping to ensure that the voice of young people was heard at a national level.

The manager of this service was actively involved in policy development, and evidenced that she reflected the views of young people in her responses to a range of consultation exercises.

Areas for Improvement

none noted

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2

We involve our workforce in determining the direction and future objectives of the service.

Service Strengths

The staff team at Strathcarron Place contributed to the development of the service in a number of ways.

Team meeting minutes evidenced that staff were involved in discussion and implementation of new policies and procedures. They were consulted about service development and their views taken into account at management level.

During the inspection, the manager and staff said that they felt that their views were valued by external managers, and there were numerous opportunities to develop the direction of the service, eg through the development of policies on nutrition, and new staff rotas.

The staff team had recently been involved in evaluating its own practice and performance using the "How good is our team?" evaluation document. As part of this process, the team had used mind mapping to identify areas for practice development, and had made a number of improvements including the revision of handover procedures and the implementation of a more structured process which promoted consistency of care and better supervision for young people.

The staff team benefited from a very good training programme which kept them up to date with developments in legislation and practice. The manager promoted a culture of individual and team development, and a range of learning resources was readily available. As described under QS 3.1, staff were motivated to seek out specialised training courses to help them to better meet the needs of young people, and this had had positive outcomes for young people

Areas for Improvement

None noted

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

There have been no complaints about this service since the last inspection

Enforcements

There has been no enforcement action in relation to this service since the last inspection

Additional Information

None noted

Action Plan

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

Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good

Inspection and grading history

Date	Type	Gradings
26 January 2009	Unannounced	Care and support 4 Environment 0 Staffing 0 Management and Leadership 4
16 June 2008	Announced	Care and support 4 Environment 4 Staffing 5 Management and Leadership 4

Terms we use in our report and what they mean

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

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

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

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

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

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

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

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

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

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

How you can use this report

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

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

People who use care services, their relatives and carers

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

scottish commission for
the regulation of care



The Care Commission

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

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Translations and alternative formats

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nìthear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ক্রমসেট এবং অন্যান্য ভাষায় পাওয়া যায়।

هذه بایسته دیه یونانیز رگیود روا رولکش رگیود رب شرازگ تپاشا هی

येहोती है हिन प्रकाशक के रूप में वेबसाइट द्वारा हिंदी में उपलब्ध है।

یوزخ تاغلیجو تا قیسن تب بلطلا دن ع رفائتم روشنملا انه

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Telephone: 0845 603 0890

Email: enquiries@carecommission.com

Web: www.carecommission.com

Improving care in Scotland