

DUNDEE CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE - 18 NOVEMBER 2009

REPORT ON: GILLBURN ROAD RESIDENTIAL RESPITE UNIT

REPORT BY: DIRECTOR OF SOCIAL WORK AND HEALTH

REPORT NO: 549- 2009

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to report on the findings of the inspection of Gillburn Road Residential Respite Unit carried out on 15 June 2009.

2.0 RECOMMENDATIONS

2.1 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

3.1 None

4.0 MAIN TEXT

4.1 Gillburn Road Residential Respite Unit was inspected on 15 June 2009 by the Scottish Commission for the Regulation of Care. A draft report of the findings was published on 13 August 2009. At the time of the inspection there were three young people resident in the unit.

4.2 The Care Commission's focus of inspection targeted the following Quality Themes: -

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

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

4.3 The Care Commission identified the following key strengths at Gillburn Road from the quality themes and statements inspected.

- Care plans were individualised and detailed in conjunction with children and parents to make sure that their individual needs were taken into account while they were staying at Gillburn Road.
- During the inspection, staff showed that they knew the children well and prepared for their visits in line with their individual wishes.
- Some of the young people needed help with personal care; the service promoted a strong ethos of dignity and respect for young people's independence and privacy in this respect.
- Where young people require additional support, staff worked with relevant medical and nursing staff and parents to draw up detailed protocols, and were provided with training prior to the young person using the service.
- Each child had detailed care plans which covered all aspects of health and well-being, including information about routines to promote their safety and security.
- In discussion, staff evidenced that they were committed to promoting the independence and dignity of young people through this process.
- The behaviour of young people during inspection visits has indicated that they feel comfortable and at home when they arrive.
- Examples of their artwork were prominently displayed within the communal areas, creating an attractive environment, and generating a sense of ownership.
- Young people and parents indicated through the pre-inspection questionnaires that they felt safe and secure within the environment.
- A robust recruitment and selection procedure ensured that staff who were appointed to Gillburn Road had relevant skills and experience.
- Staff were also subjected to varied interview and selection process, including group interviews, written submissions and interviews by service users.
- Part of the consultation process has resulted in the establishment of a parent's user group, which will further develop the ways in which they can contribute to the development of the management within the service.
- Team meeting minutes showed that staff reviewed their practice in relation to individual young people on a regular basis, resulting in a shared and consistent approach to care.
- Within the unit, staff had been extensively involved in the review of the service, and had developed successful methods with young people and their parents and carers in the process.
- The positive commitment and hard work of the manager and staff in making this a success was commendable.

4.4 **EVALUATION**

The Care Commission can apply the following to the services

- Enforcement Action
- Requirements
- Recommendation

The Scottish Commission for the Regulation of Care recommended that:

The service should continue to develop the ways in which services users and their parents and carers can be involved in assessing and improving the quality of service (National Care Standards for Care Homes for Children & Young People).

4.5 QUALITY INDICATORS

Scottish Commission for the Regulation of Care Reports use a six point scale for reporting performance.

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

The summary of grades supports the following:

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	5 - Very Good
Statement 2	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good

5.0 POLICY IMPLICATIONS

5.1 This report has been screened for any implications in respect of Sustainability, Strategic Environment Assessment, Anti-Poverty and Equality Impact Assessment and Risk Management.

There are no major issues.

6.0 CONSULTATION

6.1 This report has been subject to consultation with the Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance Services) and Director of Finance.

7.0 BACKGROUND PAPER

7.1 The following background paper was relied upon in preparation of this report:

- Inspection Report Dundee City Council
- Gillburn Road Residential Respite Unit

Alan G Baird
Director of Social Work and Health

2 November 2009

Inspection report

Gillburn Road Residential Respite Unit Care Home Service Children and Young People

Gillburn Road
Dundee
DD3 0AB
01382 436580

Inspected by: Linda Paterson
(Care Commission officer)

Type of inspection: Announced

Inspection completed on: 15 June 2009

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Service provided by:

Dundee City Council

Service provider number:

SP2003004034

Care service number:

CS2003000495

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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 safe and secure environment where children can relax and enjoy a range of activities in a happy and homely atmosphere supported by an experienced and skilled staff team.

What the service could do better

The service should continue to build on the very good start it has made to involving service users and their parents and carers in assessing and improving the quality of the service.

What the service has done since the last inspection

The service had made very good progress in developing systems which encouraged and enabled young people and their parents to participate in assessing and improving the quality of the service.

Conclusion

This is a very good quality service which provides flexible care and support to children with complex needs and their families.

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

Gillburn Road Children's Respite Unit provides respite care for children with a wide range of disabilities, including physical and learning disabilities, and associated health care, behavioural and communication needs. Respite breaks are individually planned in conjunction with families to try to best meet their needs.

The unit was purpose-built and opened in October 2000. It is a single-storey detached building with a fenced garden and patio area which is used frequently in better weather. The living area is spacious and open-plan, in good condition and comfortably furnished. At the time of this inspection, the premises were clean, bright and welcoming.

The lay-out of this accommodation facilitated wheelchair access while maintaining a homely feel. There are four bedrooms available for use by the children. All of these had a wash-basin and built-in storage. A lockable drawer is available for secure storage. There is a bathroom and a shower room, both equipped to facilitate assisted bathing. There was a range of equipment to support mobility, and a wide variety of toys, music and videos was available. A well-equipped gym room provided opportunities for improving fitness and co-ordination. There is a modern kitchen and laundry, a staff sleep-in room, and various offices.

The aim of the unit is to provide the children with "a range of life-enhancing experiences" while allowing families to have a break from the responsibilities of day-to-day caring.

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.

Prior to the inspection, the Care Commission Officer attended an open day at Gillburn Road which was well-attended by young people who used the service and their parents and carers during which she had the opportunity to discuss the service with a number of parents.

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 two members of staff;

discussion with young people currently using the service;

observation of interaction between staff and young people,

inspection of the premises;

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

sample of four care plans;

medication policy;

internet policy;

infection control policy

team meeting minutes;

sample of staff rotas;

diaries;

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

This was completed to a good standard prior to the inspection.

Taking the views of people using the care service into account

Three young people were staying at Gillburn Road on the day of the inspection. One child said that she really liked coming to Gillburn Road. Verbal communication was limited with the other children, but they were relaxed and enjoying activities in the company of staff. One young person completed a pre-inspection questionnaire which said that they were very happy with the service, and commented that staff were "approachable and friendly".

Taking carers' views into account

Discussion took place with seven parents of children who used the service during a service user event held by the service on 15 May 2009. All indicated that they were satisfied with the service provided at Gillburn Road, and commented positively about the quality of care provided by staff, the cleanliness of the environment and facilities and

activities on offer, and the approachability of the manager and staff. One parent had completed a pre-inspection questionnaire which said that they were very happy overall with the service provided.

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 Gillburn Road provided a range of evidence which showed that they were very committed to enabling the young people who used the service and their parents and carers to participate in assessing and improving all aspects of the quality of the service.

From the outset, the respite care provided was planned and delivered in partnership with children and parents which ensured that each family was able to access the service in a way which suited them.

Care plans were individualised and detailed, developed in conjunction with children and parents to make sure that their individual needs were taken into account while they were staying at Gillburn Road. Examples of this included information about children's routines and preferences, so that staff were able to make them feel welcome and help them to settle in. During the inspection, staff showed that they knew the children well and prepared for their visits in line with their individual wishes. As a result, when children arrived, they were relaxed and comfortable with the environment and routines and settled quickly into the unit.

Staff had developed an innovative approach to enabling young people to give their views about aspects of the service through "What's the deal?" - a game show type format which used DVDs to enable young people to have their say in a fun and relaxed way. The culmination of the process was a sharing of the outcomes of this process with an invited audience of family and interested professionals, complete with awards of goody bags for all involved. The service has begun to review this to ensure that it develops to ensure that the views of young people are effectively gathered and analysed. Alongside this initiative, the service used the opportunity to meet with parents of children who used the service and to begin to form a user group which would meet regularly to inform the future development of the service. Parents who were present at the launch of the user group welcomed the opportunity to share information and their experience with other parents, and were positive about the level of consultation which had taken place so far.

Areas for Improvement

The service should continue to review and develop the way in which it involves children in assessing and improving the quality of the service as planned.

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 service users were met.

Many of the children who used the service had complex health needs, and most required regular medication to maintain their health and wellbeing. Detailed information about young people's health needs was recorded on referral forms. Part of the assessment process involved staff clarifying with parents and young people how their medical conditions affected their day-to-day lives, and ensuring that staff knew how to support young people when they were away from home. Where young people required additional support, staff worked with relevant medical and nursing staff and parents to draw up detailed protocols, and were provided with training prior to the young person using the service.

Examination of a sample of care plans during the inspection showed that each child had detailed care plans which covered all aspects of health and wellbeing, including information about routines to promote their safety and security. The quality of recording was very good, and provided staff with very useful information to help them to support young people and interpret their behaviour, eg warning that seizure activity which may impact on mood and behaviour.

Some of the young people needed help with personal care. The service promoted a strong ethos of dignity and respect for young people's independence and privacy in this respect. The service users who completed pre-inspection questionnaires said that they very happy with the way staff assisted them with personal care.

The service was aware of the importance of promoting a healthy lifestyle for young people who used the service. They did this by providing a balanced diet which took account of dietary requirements and food preferences, and also by promoting physical activity. Staff were seen to engage in fun activities with the young people, and had provided a very good range of gym equipment which encouraged young people to be physically active.

The inspection focus area (IFA) considered under this statement was about medication. Dundee City Council Residential Childcare Services had recently developed a new policy on the management of medication which had been drawn up in conjunction with the LAAC nurse and the community pharmacist.

The policy states clearly that "wherever possible, young people should retain personal responsibility for administering medication supplied to them." . Although most young people required support with medication, staff had successfully supported some young people to self-medicate. In discussion, staff evidenced that they were committed to promoting the independence and dignity of young people through this process.

Appropriate arrangements were in place for the secure storage of medication, including controlled drugs, for checking and recording medicines in and out, and for the disposal of unused medicines.

Areas for Improvement

None noted at this inspection

Grade awarded for this statement

5 - Very 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

Young people and their parents or carers had been invited to give their views about the environment at Gillburn Road through the consultation processes described under QS 1.1. The results of this indicated that young people and their families liked the environment, and the behaviour of young people during inspection visits has indicated that they feel comfortable and at home when they arrive.

The entrance to the unit contains an "Oor Hands" wall, to which young people are invited to add their hand print once they have settled and feel confident enough to do so.

Photographs of young people and examples of their artwork were prominently displayed within the communal areas of the unit, creating an attractive environment, and generating a sense of ownership by the young service users.

Young people's preferences in relation to their bedrooms and the equipment they liked to have were taken into account by staff who prepared the rooms before the young people arrived, helping them to feel welcome and at home.

The garden area had been developed since the last inspection and now included flowering plants and vegetables which had been planted by the young people with the help of staff, and which were being tended by some with eager anticipation.

Areas for Improvement

None noted at this inspection

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 make sure that the environment was safe and service users were protected. The building was secure and in a good state of decoration and repair. A controlled entry system ensured that only authorised people could gain access. The building was designed to accommodate the use of wheelchairs safely and comfortably. Young people and parents indicated through the pre-inspection questionnaires that they felt safe and secure within the environment.

Appropriate policies, procedures and risk assessments were in place. Robust infection control procedures were seen to be followed by staff and were regularly audited by the manager. As part of their core training in the first months of employment, all staff were trained in safe food handling and first aid.

Individual risk assessments were in place for all young people. These included details of how to deal with health related crises eg management of seizures. In discussion, staff indicated that they felt competent to deal with emergencies should they arise. Team meeting minutes showed that staff regularly reviewed health and safety matters both in relation to the premises and individual young people.

A recent development 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 sure that young people were able to use it safely.

Areas for Improvement

none noted at this inspection

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 used a variety of methods to enable young people who used the service and their parents and carers to participate in assessing and improving the quality of staffing in the service.

Through the recent consultation and review of the service, the views of young people and their parents had been sought using questionnaires, and the "What's the Deal" interview format. As well as providing an opportunity for young people to share their views about a variety of aspects of the service, this approach had also provided a focus for team development and learning about communication and the development of expectations in young people.

Dundee City Council Social Work Department had in place a well-established system of involving young service users in the recruitment and selection programme. Although none of the children currently using the service had been directly involved in the interview process, some young people who had recently left the service had been, and the service planned to support some of the newer service users to contribute to future recruitment programmes.

A robust recruitment and selection procedure ensured that staff who were appointed to posts in Gillburn Road had relevant skills and experience - almost all of the staff had relevant experience in working with children with additional complex support needs prior to appointment, and some already knew some of the children who used the service from previous work situations.

All staff were trained in relevant procedures to meet the individual health needs of service users eg the administration of rescue medication in the case of epileptic seizures. In some situations, parents had been directly involved in training staff to deal with their child's particular condition, resulting in improved staff skills, and an enhanced sense of confidence in staff on the part of the parent.

Areas for Improvement

None noted at this inspection

Grade awarded for this statement

5 - Very Good

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 a recently recruited member of staff indicated that the induction process was also robust, featuring a combination of orientation towards 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 member 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.

Areas for Improvement

The manager advised that the service was in the process of introducing a revised induction programme.

Further examination of this new system will take place at the next inspection when there has been time for this to be implemented and evaluated.

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

As described under QS 1.1, the manager and staff at Gillburn Road showed that they were very committed to enabling the young people who used the service and their parents and carers to participate in assessing and improving all aspects of the quality of the service.

They had gathered the views of young people and their parents using questionnaires, and the "What's the Deal" interview format. Part of the consultation process has resulted in the establishment of a parent's user group which will further develop the ways in which they can contribute to the development of the management within the service.

Areas for Improvement

The service should continue to take forward its plans to develop the involvement of young service users and their parents in assessing and improving the quality of management in the service.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

The service should continue to develop the ways in which service users and their parents and carers can be involved in assessing and improving the quality of the service - National care Standards for Care Homes for Children and Young People - Standard 7 - Management and staffing

Statement 2

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

Service Strengths

Staff at Gillburn Road were involved in determining the direction and future objectives of the service in a number of different ways.

Within the unit, team meeting minutes showed that staff reviewed their practice in relation to individual young people on a regular basis, resulting in a shared and consistent approach to care. Discussion with the manager and staff confirmed that all felt that they had a valid contribution to make.

In addition, staff meetings provided a forum where policy and practice development were discussed and implementation planned. Staff were encouraged to read and share developments in legislation and good practice guidance. In discussion, staff showed that they were aware of current developments in service provision both nationally and locally. A recent team-building day had given staff the opportunity to begin to evaluate their effectiveness using "How good is our team?". This had already led to some changes in the ways in which the team operated, eg with the establishment of a system of group supervision.

Within the unit, staff had been extensively involved in the review of the service, and had developed successful methods of engaging with young people and their parents and carers in the process. The positive commitment and hard work of the manager and staff in making this a success was commendable.

Staff from Gillburn Road were involved in departmental working groups which had considered a range of issues including health promotion and staff rotas. Senior staff had participated in a development day which had begun to clarify and develop the role of senior social care officers within the residential units. Two members of staff were closely involved in development of the Aspire initiative, an innovative programme aimed at helping young people and their families maximise their opportunities during the transition from childhood to adult services.

Areas for Improvement

none noted at this inspection

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

There have been no complaints since the last inspection.

Enforcements

There have been no enforcement action since the last inspection.

Additional Information

No additional information 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	5 - Very Good
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
27 Jan 2009	Unannounced	Care and support <i>Not Assessed</i> Environment 4 - Good Staffing <i>Not Assessed</i> Management and Leadership 4 - Good
8 Sep 2008	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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.

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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هذه بایتسد یم وونابز رگید روا رولکش رگید رپ شرازگ تعاشا هی

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

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