

Corseford Short Breaks Care Home Service

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PA10 2NT

Telephone: 01505 702141

Type of inspection:

Unannounced

Completed on:

17 September 2018

Service provided by:

Capability Scotland

Service provider number:

SP2003000203

Service no:

CS2018363960

About the service

Corseford Short Breaks is a newly registered service which has been formed from a previous School Care Accommodation Service. Some of the young people and families who use the service had previously used the older version and some of the young people attend or have attended the attached school provision. It provides respite care to young people with complex needs who require intensive support which involves the use of specialist knowledge and equipment to provide a safe, comfortable environment and overall care experience.

The service's current conditions are as follows:

1. To provide a short breaks/respite service to a maximum 4 children or young people, up to age 21 years, with complex health needs and/or physical disabilities.

Any other conditions unique to the service:

2. To comply with the current staffing schedule attached, dated 07 July 2018, which must be displayed together with the certificate.

What people told us

The young people we saw at Corseford did not have verbal communication. We saw that they felt happy and in the company of the staff who were caring for them and we saw evidence that they knew and liked the staff.

Young people were relaxed and able to be involved in activities which they liked. They were also helped to be as comfortable as they could be and use the different possessions they had brought in with them.

We emailed parents and responses regarding the quality of care were generally positive. Comments included:

"I feel my daughter is safe, comfortable and Corseford is very suitable for her complex needs."

"I think they understand the level of care required for my son and respond to any feedback or updates that we provide."

"Overall I'm very happy with the care provided at Corseford. My only negative would be the lack of utilising what's available on site, for the young adults to access on their over night visits, for example the hydro pool and the Rebound trampoline."

One parent expressed concern about a planned overnight being cancelled at short notice.

Self assessment

The Care Inspectorate is not requesting submission of self assessments at this time.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good

Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We saw that the young people who used the service and members of the staff team enjoyed positive relationships. This meant that young people felt safe and comfortable at Corseford and were generally relaxed in their interaction with staff that they knew. We also saw that staff knew and understood the needs of individual young people and were able to provide support and a range of activities which not only met their needs but which also matched their personal preferences. We saw that staff were able to help young people to participate in favourite games and play with favourite toys and equipment.

Young people were encouraged to make choices about their care and the ways in which they spent their time. Some of the young people had clear ideas about how they wanted to spend their time, while others were happy for staff to provide different activities. Some recreational resources of the attached school were available for use by the young people and the residential area had space and facilities for different types of relaxation and social activities.

During our inspection we saw that one young person went out for dinner with staff as that had been her choice of activity and it gave an opportunity to experience travel and visiting different places.

Meals were produced in the service by staff and were put together to meet the needs of the young people. Special ingredients were used as needed and mealtimes and snacks took account of the individual preferences of the young people as well as their nutritional needs.

Care plans were in place for the individual young people and these were bright and graphic as well as being informative. We saw that staff communicated with parents prior to residential respite visits and were kept up to date on any changes which might have occurred in relation to practical care and medications.

Systems were in place to record and store medications brought in for the resident young people. There was space in rooms for storage of personal possessions and any items needed for the care of individuals.

Records were kept of the ways in which young people spent their time and any concerns or issues were noted. Detailed records of nutritional intake were kept for young people where this was important for their wellbeing and care. These records also allowed information to be shared between staff and passed on to parents at the end of the respite stay or when needed.

While the staff worked closely with the resident young people and there were enough staff to do this, there were some aspects of care which took staff away from direct contact with young people. There were repetitive, time-consuming tasks associated with recording and checking medications and possessions of young people when they arrived and at shift changeovers. While these were done with the best of intentions and to ensure that all were properly stored and returned as needed, there was a need for the processes to be reviewed to make them as time-efficient as possible. Some options for activities for young people were restricted as staff were recording what young people had brought in and checking it at shift changeovers. **(See recommendation 1.)**

Systems to keep records of day-to-day activities enjoyed by young people and other information such as food intake should be kept in ways which are as time-efficient as possible for staff. Repetitive tasks such as handwriting daily notes which were then typed and then summarised and printed for parents and storage could be cut back by using an electronic system which meant that staff only had to enter the information once. This would allow the information to be easily stored and effectively shared with any other agencies involved in the overall care of the young people. **(See recommendation 2.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Repetitive administrative tasks should be assessed and reviewed to ensure that staff time for direct work with young people was prioritised.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'People have time to support and care for me and to speak with me' (HSCS 3.16).

2. An efficient system to gather, store and share information should be put in place to support the ways in which care is provided and outcomes or concerns are shared with parents, staff and other professionals involved in the overall care of the young people.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'If I am supported and cared for by a team or more than one organisation, this is well coordinated so that I experience consistency and continuity (HSCS 4.17) and 'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected (HSCS 4.18).

Grade: 4 - good

Quality of environment

Findings from the inspection

We saw that the service was provided in premises which had been designed to be safe for young people with a range of needs including limited mobility. Access to the service was controlled and monitored.

Young people had individual bedrooms and these were allocated to meet individual needs as fully as possible as the rooms had different types of beds with different levels of access, safety and security. Each room had storage space for personal possessions and was big enough to allow the use of any equipment needed to help the young person be mobile if this was necessary. It also allowed privacy when personal care was being provided by staff.

Young people could choose to spend time in their room and use their personal play equipment if they wished and there were enough rooms for social activities or for individuals to relax on their own if they wished. Within the lounge area there was TV and access to films as well as the use of computer games.

The kitchen and dining area was used as the 'hub of the house' as well as for mealtimes. Young people tended to gather there to socialise and share interaction with staff and each other. We saw lots of pleasant, relaxed interaction and socialising between young people and with staff during our inspection visit.

The service had the use of some activity areas in the connected school. These included soft play areas and a sensory room. There was also a range of outdoor play areas available with different types of play equipment for young people to use. The outdoor space could also be safely used for exercise and relaxation. Transport was available to enable young people to visit different attractions in the local and wider community.

Systems were in place to ensure that regular and appropriate safety checks were carried out on equipment, security and cooking facilities. Staff routinely carried out these checks and the responsibility for them was allocated at shift changeovers.

We saw that only two out of the four bedrooms had ceiling tracking rails. Staff told us it would be a great benefit for the service if all bedrooms were fitted with them as it would give more choice in allocating bedrooms and accommodating young people.

Some areas of the service were quite institutional in terms of their décor. There were very plain basic colour schemes which were not homely or inviting for young people.

While regular food checks were done, we saw that some dried foods were out with their 'best before' dates. Staff were adjusting checking systems as a response to this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We saw that there was a range of knowledge and experience in the staff team. Some had been at Corseford for a long time while others had worked in a number of different locations and types of care work. Others were new to working in the care industry. While there had been a number of changes to the staff team in the past year, the overall ethos of the team was said to be inclusive and welcoming. Most staff we spoke with were clear about the importance and benefits of strong positive relationships with young people as a core strength of their day-to-day practice. The knowledge of how best to meet complex needs was shared across shift teams and

meant that newer staff learned from others while more established staff benefitted from the fresh ideas and enthusiasm of new members of the team.

During our inspection we saw that there were enough staff to properly meet the needs of the young people and ensure they were kept safe. We saw that staff were affectionate towards the young people and committed to their care and wellbeing. There were examples of very strong relationships between staff and young people where they had been in contact in different locations over a period of time.

Staff maintained contact with young people's' parents and passed on any relevant information regarding their stay at Corseford or other issues relating to their overall care.

As noted previously in this report, there was a need to free staff from repetitive administrative tasks to ensure they were able to work directly with young people.

The development of the keyworker system should be progressed to develop working relationships between staff and parents as well as between staff and other agencies and professionals involved in the overall care of individual young people.

We heard that the service used a lot of part time and relief staff which had the potential to affect the continuity and consistency of care for young people. Stability of the staff team will be important if the use of the service increases. This will allow the individual members of staff to benefit from consistent team working and practice development.

Team meetings to share information and distribute news should be considered. Some staff we spoke with felt that they sometimes hadn't been kept up-to-date with service developments and plans.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

While the service in its current form is new, the provider organisation had been caring for young people at its present location for a considerable period of time. The service had been in a state of transition for an extended period and there have been a number of changes to the management structure. There has also been changes to the personnel involved in the overall management structure with changes at different levels. The provider, Capability Scotland have told us that it intends to work within its current registration and management structure for the foreseeable future.

Currently the service has a registered manager and a senior member of staff who oversee the day-to-day running of the service. Staff told us they felt that the current manager and senior were knowledgeable about the service and supportive to the staff team. We were consistently told that staff could seek advice and guidance whenever it was needed and that practical help was accessible when required. The day-to-day running of the service was said to be smooth and effective with good preparation for young people arriving for their care.

The service was being developed and at the time of the inspection visit was mainly operating at weekends. It would benefit the uptake of the service and benefit families who needed respite if its availability was made more widely known. Senior managers should consider strategies to allow families to make as full use of the service as was needed.

The service provider should review the format of some of the documents used to record care and care planning. We saw some documents still referred to young people as 'customers' which was a poor use of terminology and not user-friendly for young people and their families.

The provider should introduce the use of work email addresses for staff to ensure that information and news is spread across the whole staff team. It would also ensure that staff could communicate clearly with others involved in the overall care of individual young people.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

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

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