

Corseford Residential and Respite Unit School Care Accommodation Service

Howood Road
Milliken Park
Kilbarchan
Johnstone
PA10 2NT

Telephone: 01505 702141

Type of inspection: Unannounced
Inspection completed on: 14 June 2017

Service provided by:
Capability Scotland

Service provider number:
SP2003000203

Care service number:
CS2003001271

About the service

Corseford Residential and Respite Unit is on the same campus as Corseford School which is located on the outskirts of Johnstone, Renfrewshire. The service was registered in 2002 to provide care and support for children and young people. The young people who use the service have a range of disabilities and support needs. The service is provided by Capability Scotland.

At present the service is registered as a school care accommodation service. The service has made a variation application to the Care Inspectorate to make changes to the registration. Included in the variation is the opportunity to care for young people who do not attend Corseford School which will then make it a care home for children and young people. Whilst the Care Inspectorate is processing that application we have included a condition in the registration which states in order to allow them to care for children who do not attend the school. At this time the conditions of registration are as follows:

1. To provide a care service to a maximum of 4 young people with complex health needs and/or physical disabilities, aged up to 21 years.

The service may operate a short breaks service until the completion of the new registration or 30 September 2017 whichever is soonest.

2. Staffing levels will be determined by the individual needs of the young people using the service. A minimum of two staff will be present at all times. Two waking night staff will be present. The manager will be 100% supernumerary.

What people told us

During the inspection, none of the young people had verbal communication. They were relaxed and comfortable in their contact with staff and used a variety of methods of communicating their wishes to staff.

We contacted families by email to seek their views of the service. Among the comments returned to us were the following:

- "We like the service and the flexibility offered. The service allows us a choice that is not available to us otherwise. (Our child) really enjoys his stays and is well cared for. We are very happy with the service".

- "I've got no complaints about the quality of care. It's great having nursing staff on hand and the rest of the staff seem to know my son well and what is involved in caring for him".

- "We get a pre-visit call before any overnights and this gives us a chance to update staff on any changes relevant to our son.

After a stay we get typed notes summarising what he has done and how he has been. I think this is an acceptable level of communication.

If we're contacting the service between visits there is sometimes a delay in responding to emails".

- "I contact staff frequently during my daughters stay by telephone, I have on a few occasions had difficulty getting through, (phone ringing out). Staff would only contact me if there was a problem, usually this would be regarding her health, I find this acceptable".

One respondent expressed a concern about the future of the service. Another respondent identified a specific concern which was passed on to the manager.

Self assessment

The Care Inspectorate is not requesting submission of self assessments in this inspection year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We looked at the Quality Themes of "Care and Support" and "Staff and Staffing" at this inspection.

We saw that the young people who used the service and members of the staff team enjoyed positive relationships. In some cases, they had known each other for very long periods of time. 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 specific needs of the young people. They were able to provide personal support and a range of activities which not only met these needs but which also matched the personal preferences and familiar daily structures for each individual. This included staff being able to effectively help young people to participate in favourite games and pastimes and play with favourite toys.

All of the young people who used the residential respite service had a support plan which described their needs and how they could best be met by staff. We saw that plans had been routinely and regularly updated. Each plan gave information about the young person, any specialist equipment they used and the ways in which they should be helped in order that they were kept safe and properly cared for. It also described specific ways of helping the young person to be as comfortable as possible during their stay including personal routines and potential sources of discomfort or irritation for young people who would not be able to verbally express concern or unhappiness. Plans also noted any specific ways of setting out bedrooms with personal possessions and practical matters such as whether lights should be left on or doors left open when they slept. The support plans also provided contact information for parents and any medical agencies or professionals involved in the overall care and support of the young people. This enabled staff to make prompt and easy contact in the event of any concerns or questions arising about young people's care and how best to provide it.

We spoke with a number of the staff team and witnessed their interaction with the young people in their care. We found the staff to be knowledgeable, experienced and committed to the wellbeing of the young people. There were signs of genuine care and affection in relationships and it was evident that the young people appreciated this.

Members of the staff team came from a variety of backgrounds and had a wide range of experience in the care sector. We saw that they were able to use their knowledge and skills to provide a very good mix of activities and relaxing pursuits to give young people a very positive respite experience.

We heard from individual staff that there was a strong ethos of teamwork and this was confirmed by our observations of staff working with the group of resident young people. We saw that staff were aware of each other's strengths and abilities and used these to positive effect. There was a sense of cohesive working which

enabled staff to be aware of how they could best contribute to the support needed by the young people and provide help to each other as it was needed.

Staff we consulted told us that they were encouraged and enabled to access training in all areas of practice which were involved in meeting the needs of the young people they cared for. Supervision was regularly provided by senior staff and we were told that it was useful and supportive. Records of formal supervision sessions supported this view. Shift changeovers enabled information and updates to be shared and team meetings took place which enabled the team to discuss and debate the day to day running of the service.

What the service could do better

There were a range of records kept by staff and many of them were handwritten. This hampered the effectiveness of gathering, storing and sharing of information across the service and across the different teams which made up the overall staff team involved in the care and education of the young people. It also meant that sharing information about individual young people with other agencies involved in their overall care, healthcare and education was time-consuming as it involved repetitive administrative tasks for staff. This meant they had less time to spend involved in direct work with the young people. We heard from managers that an electronic information system was being considered and we would regard this as a priority for the service. We have made a recommendation about this (**see recommendation 1**).

Staff should promptly amend plans when there are any changes to dietary arrangements.

Some of the records appeared to overlap and we saw examples of parents having agreed to the content of care plans and then providing additional agreement to specific items contained within care plans. Consideration should be given to streamlining this process.

Personal files for young people contained large amounts of sheets of staff signatures to evidence that they were aware of changes to plans and other items. This seemed to be a time-consuming exercise for busy staff and their use should be reviewed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. A system to gather, store and share information about young people and the general management of the service should be put in place to ensure that all necessary information is easily accessible to all relevant staff and time-efficient for them to use.

National Care Standards School Care Accommodation. Standard 7: Management and Staffing

Complaints

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

Inspection and grading history

Date	Type	Gradings
24 Mar 2016	Announced (short notice)	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good
20 Mar 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
22 Dec 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
19 Mar 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
22 Oct 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
21 Feb 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
20 Nov 2012	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed
27 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
29 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 4 - Good
21 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
1 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
25 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 3 - Adequate 5 - Very good Not assessed
3 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 5 - Very good 4 - Good

To find out more

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

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

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

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

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