

Carolina House Trust - Tarvit Cottage Care Home Service

Pitscottie Road
Cupar
KY15 5ST

Telephone: 07523 284841

Type of inspection:

Unannounced

Completed on:

15 November 2018

Service provided by:

Carolina House Trust

Service provider number:

SP2003001613

Service no:

CS2017354295

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

The service was registered with the Care Inspectorate in August 2017.

Carolina House Trust - Tarvit Cottage is registered as a care home for up to three children and young people age ten to eighteen. It is situated in a rural area on the outskirts of Cupar. The home has three en-suite bedrooms and shared communal areas and benefits from a large garden and grounds.

Tarvit House aims to:

"Create a stable, safe and nurturing environment supported by skilled and empathetic staff. Assessment is at the heart of our ongoing work with young people, exploring with them the best way to support their development. To understand attachment and relationship based practice to underpin our intervention". There is also a one to one staff ratio to support young people.

Two young people were living at Tarvit Cottage when we inspected the service.

Conditions of Registration

1. To provide a care service to a maximum of 3 children and young people, both male and female, aged ten years to eighteen years.
2. The provider must comply with the current staffing schedule, dated 17 August 2017, which must be displayed together with the certificate.

What people told us

Two young people were using the service when we inspected and we received three care standards questionnaires from young people who had used the service. We spoke with two young people during the inspection and they told us:

"I really like to cook and cook meals for myself and staff"

"Staff encourage us to join clubs"

"Staff are trying to help us have healthy lifestyles by encouraging us to take part in outdoor activities"

"I like staying here the staff are really good they help me with problems, the new manager is good as well"

"We can decorate our bedrooms but have not been involved in the decoration of the house"

Other things they told us are included in the report.

Self assessment

We did not ask the service to submit a self assessment for this inspection.

From this inspection we graded this service as:

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	4 - Good

Quality of care and support

Findings from the inspection

At this inspection we looked at the quality themes of care and support, staffing, environment and considered these areas to be very good. We also looked at management and leadership which we considered to be good.

In Tarvit Cottage we saw that young people experienced warmth, kindness and compassionate staff who cared for them. We saw staff responding and being flexible in their approach in meeting young people's needs. We observed excellent interaction between staff and young people with lots of fun and laughter in the house. This nurturing response of positive role modelling was developing responsibility and respect in young people for one another and staff.

There was a very good recognition of young people's need for inclusion. Staff worked with family, friends and external agencies to support and maintain contact with people important to them. This maintained the young people's personal relationships and assisted in the nurturing of their emotional wellbeing.

Young people's mental health and wellbeing were promoted through staff supporting young people to attend medical appointments and specialist services. We read in care plans staff supported young people in learning to make healthy, safe choices while overcoming any challenges they experience.

Staff were strong in their approach in supporting young people have access to an independent advocacy service. We heard from young people they contacted the service when they needed support at meetings, they spoke positively about this service.

The health and wellbeing of the young people was promoted through staff encouragement to participate in various community activities. Young people told us staff respected their decision if at times they chose not to participate. Staff encouraged young people to participate and learn new skills. One young person told us "I'm really proud of myself as I have learned a new skill as I've learned to crotchet".

There was a strong focus within the service of supporting young people's achievements. Through reading care plans we saw all young people were engaged in school and local enterprises. Young people had achieved good outcomes in relation to school attendance and improvements were recorded in their care plan.

We looked at child protection and were satisfied with the procedures and practice in place to ensure service users were protected. Not all staff have completed child protection and child sexual exploitation training. The manager has assured us the remaining staff will have access to this training.

We discussed an area of improvement to the manager about how medication is managed within the service. There were some issues with the recording system where medication had not been audited and balances had not been checked. The manager has reassured us this will be dealt with immediately. We will look at this area at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The home provided a very pleasant and comfortable environment for young people. It was in a very good state of decoration and repair with high quality fixtures, fittings and furniture. Rooms were spacious, comfortably furnished with their own personal belongings. One young person was happy to show us their room, we found the young person's room was comfortably furnished, individual and reflected their interests and personality. This was evidenced through young people choosing their own décor and displays of family pictures and favourite bands.

The home had a private garden and was located in a very peaceful, rural setting. We saw young people had been involved in a consultation on developing the ground which included a play area, plants and trees.

Young people could access public transport in the immediate vicinity and were encouraged to use public transport by themselves and walk to the local shops. This encouraged young people to feel safe and part of the community.

There was compliance with statutory maintenance checks and daily health and safety checks were carried out by staff. Repairs to damage were carried out promptly and overall we found the house to be in very good condition. The service's risk management systems worked very well on the whole to minimise harm to young people, including food safety practices.

Staff managed the environment well and we could see there was adequate space for young people. There was a good range of toys, games, books and equipment which were well used by young people. We saw staff encourage young people to participate in outdoor activities which increases young people's health and wellbeing.

There was an area for improvement. Young people said they had not been consulted about the décor of the house and did not like some of the colour schemes. We discussed this with the manager who assured us young people would be included in choosing the new colour scheme and soft furnishings.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We saw a number of major strengths relating to staffing. We saw a staff group who were knowledgeable and skilled at keeping young people safe and protected from harm. All staff we spoke with evidenced a good knowledge of all the young people's needs, risks assessments and care plans. We saw young people's thoughts and feelings were included in the plan. Staff were able to discuss the young people's preferences, their likes and dislikes, their needs and describe the times where young people would be considered most vulnerable. The information provided by staff was consistent with the information we gathered from young people's questionnaires and when we spoke with them individually.

The service had experienced three managers since the service opened. However, we were impressed by the staff's strong commitment and response to young people's needs being met despite this interruption. Staff spoke positively about the new manager being in post and said there had been positive changes in the house for staff and young people. Young people told us they liked the staff and said the staff were really good and helped them with problems they have.

We heard from staff about the training they have completed, and the good opportunities to attend inhouse and online training relevant to their practice. These opportunities inform staff knowledge and practice for promoting good outcomes for young people.

During this inspection staff informed us they received informal and formal supervision with the external manager due to the absence of a manager. We saw there were some gaps in supervision records. We discussed this with the manager who told us he has plans in place to address this. We will monitor this at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Staff told us they welcomed the new structures and approaches put in place by the manager, who demonstrated strong leadership, as well as joining the staff team to provide support. We found the management to be supportive of the staff and took time to acknowledge good practice.

We found that a few of the policies and procedures were not updated with a review date recorded. We agreed that this was an ideal opportunity to review policies and procedures, and establish a shared ethos of continued improvements. Crucial to the success of this would be ensuring that time was set aside to provide regular supervision for staff.

At the time of inspection the manager had been in post for a few weeks. We saw the improvement plan was being updated and acted on. The plan included staff and young people's views on areas for development. This ensured young people's inclusion in service development while promoting responsibility.

The external manager was known by staff and young people and was accessible to them both at times of visiting the service. Regular visits to the house were a support to the manager in settling into the new role.

There were some areas for improvement. We saw very little quality assurance and audit measures in place. We thought these could be improved to include scrutiny of the service. It was clear service level audits were in the process of being developed and we look forward to measuring their impact at our next inspection.

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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