

Horizons Residential Care - Hillview House Care Home Service

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Edinburgh
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Type of inspection: Unannounced
Inspection completed on: 24 August 2016

Service provided by:
Horizons Residential Care Limited

Service provider number:
SP2013012111

Care service number:
CS2015341621

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

This service was registered with the Care Inspectorate on 12 February 2016.

Horizons Residential Care - Hillview House provides a care home for children service for three children and young people, both male and female, aged eight years to eighteen years. It is operated by Horizons Residential Care Limited, providing residential care for young people who are assessed as requiring medium to long term care.

It is a detached building with public areas and an office on the ground floor, and bedrooms and bathrooms upstairs. The home is within close proximity to local amenities and public transport.

Horizons Residential Care mission statement includes.

'Horizon Residential Care will provide a nurturing and safe environment for the young people who will be respected and treated as individuals.

The care staff will encourage and support the young people to achieve their potential, working together with the young person's family members and supporting agencies to achieve this.

The care staff will uphold and promote the rights and views of the young people.

The care staff will provide a positive living experience which meets the requirements of the National Care Standards and which is independently inspected by the Care Inspectorate.

To provide a safe place where young people have an opportunity to make positive changes, achieve their potential in life and find their place in the community'.

What people told us

During this inspection we spoke with a young person who was living at the home. They told us that in the main they liked staying at Hillview. They said they got on with most staff and could identify individual staff's skills and the activities they liked to do with them. They said that they felt they had made progress in their life whilst at Hillview. They spoke about some situations they had found distressing during their stay at Hillview, however said that things had improved and that they felt safe and people cared about them.

We also received a completed Care Standards Questionnaire. The young person who completed it was very positive about the service and indicated that they strongly agreed with the statement 'Overall, I am happy with the quality of care I get here'.

Self assessment

The Care Inspectorate received a fully completed self assessment from the provider.

The provider identified what it thought the service did well and gave examples of improvement. The self assessment clearly identified some key areas that the provider thought could be improved and showed how the service intended to do this.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

In the 2016/17 inspecting year the Care Inspectorate is scoping child sexual exploitation (CSE) practice in children and young people's services. This is part of our contribution to 'Scotland's National Action Plan to tackle Child Sexual Exploitation' and focusses on frameworks of CSE practice, staff understanding and care planning outcomes. Child sexual exploitation care practice and staff awareness were evident. The service could develop this further through continued training updates.

The young person had a clear and current care plan. The plan was linked to the SHANARRI (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included) indicators identified in the Getting It Right for Every Child (GIRFEC) government guidance. This meant that everyone was clear about the young person's goals and the agreed strategies to use to help them achieve. Care plans included information and guidance about any medical needs and how the service would ensure the health and wellbeing of the individual young people. We made suggestions to the provider about how the plans could be further improved by highlighting and dating changes to the plan.

We saw that the strategies identified in the care plans had been carried through by staff to varying degrees of success. For some young people we saw significant progress in making positive changes to their lives. For example, reductions in the need for medication and growing confidence and self esteem.

However, we found that there had been limited progress and achievement for a young person as a result of inappropriate placement. Whilst we recognised that the provider had taken steps to limit negative impact by putting a stop on further admissions, we proposed that improvement could be made by better planning at the referral stage. We suggested that the provider needed to be mindful of the service capabilities and making their expectations clear to placing authorities at the referral stage. This should include ensuring that a review takes place for every child within the first 72 hours of placement. This is in order to ensure all relevant information is shared and informs risk assessment and an agreed care plan which supports the welfare and wellbeing of young people. We have made a recommendation about this. **(see Recommendation 1)**

Whenever possible young people were involved in their care planning. For example, we saw that discussion had taken place to find different ways to help young people express their feelings. We saw that staff had helped young people to develop a 'toolkit' to help them manage their emotions and stresses. We also saw evidence that young people were involved in making choices such as decoration of the house and menu planning.

Young people had access to a range of activities both in the home and outwith. We saw that staff used their person skills to benefit the young people doing craft projects, cooking, beauty therapies and outings.

We saw that medication was well-managed within the service.

Weekly progress sheets provided placing social workers with updates to inform them about developments in the young people's lives and provide them with opportunity to comment or suggest changes to care plans.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should review the referral process to provide clear guidance to placing authorities about the expectations in relation to information sharing, reviews of care planning and regular social work contact with the young person.

National Care Standards, Care Homes for Children and Young People - Standard 4: Support arrangements.

Grade: 4 - good

Quality of environment

Findings from the inspection

All of the young people staying at Hillview had their own bedroom with ensuite facilities. The bedrooms provided private space and were comfortable and well furnished. Young people were provided with a budget to personalise their room to their own tastes. A welcome pack with essential toiletries and a few extras helped

The kitchen was the hub of the house and the place where children and staff gathered for meals and conversation. There were enough communal rooms for young people to spend time on their own if they wished or join in group activities.

Young people had access to a large established garden. The garden was a work in progress and staff had ideas of how they wanted to make improvements.

Security was taken seriously in order to ensure the safety of young people. Access doors were locked and staff answered the door to visitors so they knew who was in the house at all times.

The house was clean and tidy. Standards of decoration were reasonable although some areas would benefit from redecoration. There had been some damage to walls and repairs were being progressed at inspection. The young

person told us that they would like to change the decoration in some rooms and plans were underway to accommodate their wishes.

The home was located in an area with access to major road links and bus routes to the city of Edinburgh.

Maintenance logs evidenced that repairs were carried out reasonably quickly. We suggested it would help to keep track of repairs if the date of repair was entered into the maintenance log.

There was very good potential within the premises to offer opportunities to young people needing to prepare for independence.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The staff we met during the inspection presented as knowledgeable about the needs of the young people in their care and were committed to their work with young people.

We looked at rotas which evidenced that enough staff were available to meet the needs of the young people in line with the commitment from the service to provide a 1:1 ratio of staff to young people. Issues with retention of staff were being addressed by the provider. For example, limiting the number of young people in residence in order to provide consistency for young people and stabilise the staff team.

We saw that recruitment and induction arrangements were in place. All appointments were subject to a six month probationary period. We saw that probationary reviews had taken place to identify suitability. Whilst we saw that a good process for safe recruitment was in place, we suggested that this was streamlined to ensure that all staff files contain the same paperwork which would assist in audit of staff. We have made a recommendation about this. **(see Recommendation 1)**

All staff were registered with the Scottish Social Services Council (SSSC). Some staff held appropriate qualifications. Most staff had conditions on their registration with SSSC to attain appropriate qualifications for full registration.

Staff had carried out core training such as child protection and CALM (Crisis and Aggression, Limitation and Management). Child sexual exploitation awareness was included in child protection training. Staff had access to a range of appropriate policies and procedures to inform their practice such as whistle blowing and codes of practice.

We saw evidence of written reflective practice and staff were expected to keep a learning journal for discussion at supervision. However, we found that supervision for some staff had been sporadic which had clearly impacted on retention of staff and in turn consistency for young people. We have made a recommendation about this. **(see Recommendation 2)**

We saw evidence that the manager had identified areas for improvement within the staffing processes. She had made changes to the induction process as a result of feedback from new staff and had developed new paperwork for recording of supervision. We would expect to see how this has progressed at the next inspection particularly in relation to retention of staff.

A regular staff meeting was held that allowed for discussion and planning.

We saw that most staff had very positive relationships with the young people. We also saw evidence that the provider addressed staffing issues positively and to the benefit of young people.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should review recruitment processes to ensure that appropriate records are available in all staff files.

National Care Standards, Care Homes for Children and Young People - Standard 7: Management and Staffing.

2. The provider and manager should ensure that all staff have regular supervision which supports their work with young people.

National Care Standards, Care Homes for Children and Young People - Standard 7: Management and Staffing.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We saw that good management processes were in place and the manager was confident in her role.

At the time of the inspection there were significant changes within the senior management team. The provider discussed this with us at inspection and had clear plans for the future management structure for Horizons Residential Care services. We have asked that he keeps the Care Inspectorate informed of the progress in relation to these changes in order to provide confidence in management provision.

Both the manager and the provider had a significant presence within the home and were readily accessible to young people and staff. The young person told us that they had a good relationship with the manager and the provider and we saw this in practice during the inspection.

The service had been operational for a short length of time. Audit systems were in place however it was difficult to identify the impact at this early stage. We suggested that audit processes should include recorded management observation of staff practice and evidence feedback and actions for improvement. This would provide managers with a basis for staff appraisal and inform training plans. We have made a recommendation about this. **(see Recommendation 1)**

The staff we spoke with during the inspection told us they felt supported by the management team.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Audit processes should include recoded observations of staff practice and identify feedback and actions for improvement.

National Care Standards, Care Homes for Children and Young People - Standard 7: Management and Staffing.

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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