

**Kibble Education and Care Centre****Service name**

Kibble Education and Care Centre

**Service address**

1 Goudie Street

Paisley PA3 2LG

**Type of care service**

School Care Accommodation Service

**Provider name**

Kibble Education &amp; Care Centre

**Service number**

CS2003001291

**Date of inspection**

17 January 2007

**Type of inspection**

Unannounced

**Care Commission Office**4th Floor 1 Smithhills Street Paisley PA1  
1EB**Period since last inspection**

8 months

**Introduction**

Kibble Education and Care Centre is a residential school which provides care and education for up to 64 boys aged between 12 and 18 who are experiencing educational, social, emotional and behavioural difficulties. The school also provides education for 40 day pupils.

The school was registered with the Care Commission in April 2002 as a school care accommodation service and is subject to two inspections per year one of which will be unannounced.

The school is situated in extensive grounds on the north side of Paisley. The school has residential units offering 'mainstream residential' provision and 'close support' provision. There is a separate flat off campus which supports young people to prepare for independence.

**Basis of Report**

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine what level of support was necessary. The RSA is an assessment undertaken by the CCO which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service, action taken upon requirements etc.

This service was assessed to have a medium level of support that resulted in an inspection based on the national inspection themes, the core National Care Standards for the particular service type and any recommendations and requirements from previous inspections, complaint or other regulatory activity .

The inspection was carried out during an unannounced visit on the 17th and 18th January 2007 by six Care Commission Officers.

During the inspection the Officers discussed the service with the Head of Community Service, the Domestic Services Manager, members of the Operations/Service Managers team, members of care staff, Personnel staff, the Who Cares? Scotland worker and the manager of Kibbleworks.

Over the course of the two inspection days, the Officers were able to spend time in each of the units, including the community house, talking with a significant number of young people and staff.

The Officers viewed a range of documentation including the following:

Policy and procedures.

Support plans.

Training records.

Fire records.

Incident and accident records.

Recruitment files.

The inspection focused on the requirements of the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, Statutory Instrument 114 and the National Care Standards for School Care Accommodation Services.

### **Action taken on requirements in last Inspection Reports**

There was one requirement from the previous inspection:-

1. All staff must receive training in fire safety and refresher training must be undertaken twice per year to ensure that they remain familiar with the procedure.

The Officer was advised that staff receive fire safety training twice a year from the Domestic Services Manager. This requirement has been met.

### **Comment on Self-Evaluation**

The service provided comprehensive self evaluation documentation prior to the inspection. This information formed part of the discussions held throughout the inspection.

### **View of Service Users**

The Officers were able to talk to many of the young people during break, lunchtimes and after school within the units.

Young people, on the whole, were very positive about the care and support they received from staff.

Young people were asked if they felt safe within Kibble and examples of responses were 'I feel safe here, any bullying is dealt with by staff', 'I feel safe here, staff are good at their job', 'staff are good, I never feel threatened', 'staff are good, I like the rules and guidelines', 'I sometimes get hassle from a couple of guys in the class but staff know about it'.

Young people were asked about care plans and examples of responses were ' My keyworker explains everything to me and involves me', 'staff talk to me about goals and yes I know all about my plan and attend reviews'.

Young people were asked about the approach of staff and examples of responses were 'staff support you when you are feeling down', 'I feel I can talk to staff here'.

The main concern raised by the young people was the food. Examples of responses were 'Choices could be better', 'the food is crap, they try to enforce health eating and there is not enough', 'I don't like the food'.

#### **View of Carers**

There were no family members available for comment.

## **Regulations / Principles**

### **Regulation :**

### **Strengths**

### **Areas for Development**

## **National Care Standards**

### **National Care Standard Number 3: School Care Accommodation Services - Care and Protection**

#### **Strengths**

Young people stated to the Officers that they felt safe and well cared for at Kibble. They stated that staff dealt with any bullying issues quickly. Young people knew how to make a complaint.

Enhanced child protection had been available to staff and they stated that they had found this to useful.

Staffing levels within the units reflected the assessed needs of the young people.

The service had recently reviewed their child protection procedures. The Care Commission has a copy of these and they will be discussed fully at the next inspection.

Staff knew what to do if a young person went missing. Staff stated that the 'red, amber, green' system of alerting police that someone was missing, was working well.

Information about how to contact Childline and similar services was on display in the units.

Young people stated that they had had no experience of when confidentiality had been a problem.

Kibble used S.C.M.(Safe Crisis Management) as their accredited method of intervention/restraint. Staff were trained in the techniques of S.C.M. and compulsory refresher courses were held

regularly. S.C.M. interventions were monitored and assessed regularly.

Young people were aware of the sanctions that staff could use and stated that they found them to be fair.

The service was constantly reviewing its internet safety procedures.

### **Areas for Development**

Young people stated that the current method of making a complaint was not confidential. At present young people need to ask for a complaint form and then hand it back to a staff member for their complaint to be dealt with. The service needs to review the system of how young people make complaints to ensure that it is confidential and not prohibitive. This will be the subject of a recommendation.

### **National Care Standard Number 5: School Care Accommodation Services - Comfort, Safety and Security**

#### **Strengths**

Most of the units were warm, clean and comfortable with a good standard of decoration.

Young people could personalise their room and their views were sought on the decoration and furnishings for the communal areas.

All visitors were expected to sign in at the main reception and display visitors badges.

The fire records were examined and discussed with the Domestic Services Manager. Fire drills and equipment checks were taking place and staff were attending fire awareness training. Fire procedures for the extensive campus were discussed on a regular basis.

Risk assessments were undertaken for the environment and for activities.

Accidents and incidents were recorded and monitored from a health and safety perspective.

Particular risk assessments would arise from any areas of concern.

Vehicles were maintained and serviced regularly.

### **Areas for Development**

The service should consider whether a system of visitors signing a book within each unit would enhance the security measures around the campus.

Fire alarm records were sampled across some units. The recording of weekly fire alarm tests was variable. This will be the subject of a recommendation.

The decoration and fabric of the building within one unit(C) in particular was in need of attention. Some of the plasterwork, paint on the walls and flooring required to be repaired. Two other units (B and Sk) required attention to flooring and paintwork. The Care Commission will request that an action plan for the refurbishment of these units is submitted. This will be the subject of a requirement.

One of the baths within (St) unit required to be replaced as it was marked and had cigarette burns on it. This will be the subject of a recommendation.

The service should initiate a system of weekly health and safety checks to ensure that fire checks are done and redecoration matters are identified early. This will be the subject of a recommendation.

### **National Care Standard Number 6: School Care Accommodation Services - Support Arrangements (for those schools which provide specialist education and care)**

#### **Strengths**

The Officers sampled care plans from across all of the residential units. Care plans outlined the targets, the aspirations, any behavioural concerns or risks and the positive outcomes for young people.

Work had been done to standardise the care plan files across the school to make it easier to identify the targets and progress for the young people.

Young people stated that they, and their families, were involved in the care plan process.

Care plans evidenced close liaison with other agencies such as social work and psychological services.

Some care plans had health issues well defined and action points identified.

### **Areas for Development**

In the sampling exercise , it was apparent that some care plans were not up to date. This will be the subject of a recommendation.

Health issues within care plans were not recorded in a consistent manner across the units. This was discussed with the Head of Community Services and will be reviewed at future inspections when the newly appointed LAAC (Looked After and Accommodated Children)Nurse Specialist will be in post.

### **National Care Standard Number 7: School Care Accommodation Services - Management and Staffing**

#### **Strengths**

The recruitment, support, supervision and training of staff was addressed at this inspection.

Officers spoke with staff members from all of the residential units and community house. Staff were motivated and committed and stated that they felt well supported by the organisation. Staff received regular, formal supervision.

Morale was 'variable' and this was discussed with staff and members of the management team as to how this could improve.

Staff stated that there were good training opportunities at Kibble.

Officers sampled six recruitment files and found that staff were employed after two references and an Enhanced Disclosure check had been received.

Care staff within Kibble either had, or were working towards, a qualification suitable for registration with the Scottish Social Services Council.

### **Areas for Development**

Some staff stated that the induction programme was not sufficient or at the beginning of their employment to assist them to become familiar with the service. This was discussed with the Head of Community Services who will survey staff for their opinions on the induction process.

The reference form sent out to referees should have a place for the referee to date the form. This will be the subject of a recommendation.

## **National Care Standard Number 11: School Care Accommodation Services - Eating Well**

### **Strengths**

There had been a recent change in the menus provided for the young people. The menus were based on the education service 'Hungry for Success' initiative and the service had also asked a dietician to review the menus.

The meals were freshly prepared on the day and fresh fruit was available in each unit.

Kibble was liaising with other residential schools to seek their views on meals and menus that were liked by their young people.

Catering staff within the units would ask young people how they had enjoyed the food and this would be fed back to the Domestic Services Manager.

If a concern was noted about a young person's weight or dietary intake then this would be addressed in the care plan.

Young people could express their views about the food at the school council meetings.

### **Areas for Development**

During the inspection visit food handling practice was discussed with the organisations' Domestic Services Manager. An Officer took the opportunity to visit six units within the Kibble campus to focus on the food handling and food storage practices. During the inspection it was noted that there were a number of infection control and food storage issues identified. The level of cleanliness of the kitchen areas varied between units.

This will be the subject of a requirement.

The service should undertake a specific survey to seek the views of young people about the food. Young people spoken with had a lot of negative comments about the food which requires to be addressed. This will be the subject of a recommendation.

The Officers spoke with various young people and staff about the food at suppertime. Suppers varied from pizza and steak pie to tea and toast. The provision of suppers requires to be reviewed to ensure that the healthy eating ethos of the school is continued into the evening mealtime.

## **National Care Standard Number 16: School Care Accommodation Services - Leaving School**

### **Strengths**

One Officer interviewed the Manager of Kibbleworks which is an employment initiative for young people primarily residing at the school. Kibbleworks had a 'learning and earning' ethos which supported young people to gain employment and skills for the workplace.

Another Officer spent time with the young people and staff at the community house. The community house supported young people to move on to independence through small group living and self care skills.

The Throughcare and Aftercare provision offered by Kibble will be addressed more fully at the next inspection.

Young people spoken with stated that Kibble helped them to move on. Staff would liaise with Throughcare staff from the local authorities to assist young people to feel supported to move back to their home area, if appropriate.

### **Areas for Development**

There were no areas identified.

**National Care Standard Number 18: School Care Accommodation Services - Advocacy****Strengths**

The Officer spent time with the Who Cares? Scotland worker discussing their role in relation to Kibble.

Young people knew who their Who Cares? worker was and advised that he had been involved in recent school council meetings.

Some young people were aware of their Children's Rights Officer and knew how to contact them if required.

Young people stated that staff within the units would act as advocates on their behalf, in some situations.

Kibble had a school council where young people would represent their peers and discuss issues of concern or raise suggestions for improvement.

**Areas for Development**

There were no areas identified.

## **Enforcement**

There had been no enforcement action in the 12 months prior to this inspection.

## **Other Information**

There were 15 recommendations arising from the previous inspection which was an integrated inspection with HMle looking at the specific provision within two of the units:-

1. The Centre's child protection procedure should be reviewed in conjunction with the host authority, Renfrewshire Council.

Kibble has met with representatives from Renfrewshire Council to review the current process. The internal child protection procedures have been amended to better align them with those used by local authorities. This recommendation has been met.

2. All staff within Kibble must receive Child Protection awareness training.

An enhanced child protection training programme for all staff working directly with young people has been developed and all staff were expected to attend this training.

This recommendation has been met.

3. The Child Protection Officer should undertake further child protection training which reflects current best practice.

The Child Protection Officer has commenced child care and protection training at Dundee University.

This recommendation has been met.

4. Kibbles' statement of functions and objectives should include :

- A clear statement of the intended outcomes of Mossway and Staffa units;
- A statement of the theoretical underpinning to the work in the units;
- A statement of the functions and role of the external managers.

Progress is noted with this recommendation. The school are working on their statement of functions and objectives for these units and this will be defined in the development plan for the units which will be available in the spring. This recommendation will continue.

5. Bedroom doors should be of a type which ensures quick access for staff in an emergency.

The Officer discussed this with the Head of Community Services who stated that the doors met all current health and safety legislation.

6. The possibility of installing en-suite facilities in Mossway and Staffa should be investigated. In the meantime, the mould from shower trays should be removed.

The Officer discussed this with the head of Community Service who advised that the current bathroom provision had been risk assessed and found to be satisfactory. The mould had been removed.

7. A risk assessment of any potential ligature points in both units should be carried out.

The Officer was advised that the areas that might have posed a risk within the units had been removed.

This recommendation has been met.

8. All staff should have had a Disclosure check carried out within the last three years.

The personnel department advised the Officer that, as a matter of good practice, they will be undertaking Disclosure Scotland checks on all staff every 3 years.

This recommendation has been met.

9. The application forms should be amended to include a declaration of medical fitness by the candidate.

The application form has been so amended. This recommendation has been met.

10. All staff should have food hygiene training.

The Domestic Services Manager advised the Officer that she is working on a rolling programme and as best practice this training will be refreshed every 3 years.

This recommendation has been met.

11. All staff within these units should have training on behaviour which is specific to the needs of the

young people.

Staff have participated in training facilitated by the Welltree Foundation and S.I.R.C.C..

This recommendation has been met.

12. The Board of Directors should develop a roster of visits to the school, with agreed quality assurance mechanisms. The annual report should also include a summary of complaints made by young people and their outcomes.

The Board is currently reviewing how it operates. The outcome of this review is not yet known.

This recommendation will continue.

13. Policies and procedures relating to healthcare require to be further developed and be included in the admissions policy for example, timescales for assessment by the local GP and/or school nurse. In addition specific policies and procedures relating to the health care system in place need to be developed.

The Officer was advised that a new 'LAAC Nurse Specialist' had been appointed and her role will be to develop the health services available to young people and the relevant policies.

This recommendation will be further addressed under the Support Arrangements Standard within the report.

14. The service must enforce the no smoking policy on site and provide support and encouragement to young people to give up smoking.

The Officer was advised that Kibble is working hard to encourage non-smoking. Health promotion on this issue is discussed and smoking cessation groups can be accessed.

This recommendation has been met. Progress with this issue will be reviewed at future inspections.

15. In reviewing the care planning process the Centre should pay particular attention to :

- Explicitly and accurately describing harmful behaviour, including risk of harm, to provide a sound base for assessment and intervention.
- Integrating the working file with LAAC reviews by including a case chronology in the case file.
- Evidencing management audit by counter-signing and dating files.

The files within the units were examined during the inspection. There was evidence that the files accurately described harmful behaviour which informed the assessment and intervention. The files had been 'streamlined' making it easier for the Officer to track the work being undertaken and Service Managers now countersign all files and case records.

This recommendation has been met.

### **Requirements**

1. The decoration and fabric of the building within one unit(C) in particular was in need of attention. Some of the plasterwork, paint on the walls and flooring required to be repaired. Two other units (B and Sk) required attention to flooring and paintwork. The Care Commission will request that an action plan for the refurbishment of these units is submitted.

This is in order to comply with Regulation 4(1)(a) of the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114).

Timescale:- 2 months from receipt of this report.

1. The provider must ensure that appropriate procedures for the safe handling of food and the control of infection are put in place and followed by staff. The cleanliness of kitchen areas and food storage areas must be maintained.

This is in order to comply with Regulation 4(1)(a) and (d) of the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114).

TIMESCALE :- immediately.

### **Recommendations**

1. The service needs to review the system of how young people make complaints to ensure that it is confidential and not prohibitive.

Standard 3.7

2. The recording of weekly fire alarm tests was variable. Kibble must ensure that fire alarm tests are undertaken weekly.

Standard 5.4

3. The service should initiate a system of weekly health and safety checks to ensure that fire alarm tests are done and redecoration matters are identified early.

Standard 5.1

4. One of the baths within (St) unit required to be replaced as it was marked and had cigarette burns on it.

Standard 5.1

5. The service must ensure that all care plans are up to date and relevant to the current needs of the young people.

Standard 6.3

6. The reference form sent out to referees should have a place for the referee to date the form.

Standard 7.7

7. The service should undertake a specific survey to seek the views of young people about the food.

Standard 11.2

8. The provision of suppers requires to be reviewed to ensure that the healthy eating ethos of the school is continued into the evening mealtime.

Standard 11.3

9. Kibbles statement of functions and objectives should include :

- A clear statement of the intended outcomes of Mossway and Staffa units;
- A statement of the theoretical underpinning to the work in the units;
- A statement of the functions and role of the external managers.

Scotland's Children: the Children (Scotland) Act 1995 regulations and guidance Volume 2 children looked after by local authorities Chapter 4 residential care.

This is a continued recommendation.

10. The Board of Directors should develop a roster of visits to the school, with agreed quality assurance mechanisms. The annual report should also include a summary of complaints made by young people and their outcomes.

Standard 7.

This is a continued recommendation.

**Jackie Calder**  
**Care Commission Officer**