

# Inspection report

## Kibble Education and Care Centre School Care Accommodation Service

1 Goudie Street  
Paisley PA3 2LG

**Inspected by:** Jackie Calder  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 12 February 2008

**Service Number**

CS2003001291

**Service name**

Kibble Education and Care Centre

**Service address**1 Goudie Street  
Paisley PA3 2LG**Provider Number**

SP2004007042

**Provider Name**

Kibble Education &amp; Care Centre

**Inspected By**Jackie Calder  
Care Commission Officer**Inspection Type**

Unannounced

**Inspection Completed**

12 February 2008

**Period since last inspection**

7 months

**Local Office Address**4th Floor  
1 Smithhills Street  
Paisley  
PA1 1EB

## **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 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, 'close support' provision and 'intensive support' provision. There is a separate flat (Community House) off campus which supports 4 young people to prepare for independence.

## **Basis of Report**

This unannounced inspection took place on 12th, 13th and 21st of February 2008. It was conducted by four Officers from the Care Commission on the first two days and by one Officer on the third day.

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirement. This CCO will also have considered how the service responded to situations and issues as part of the RSA. This assessment resulted in this service receiving a high RSA score and so a high intensity inspection was required as a result. The inspection was then based upon the relevant Inspection Focus Areas and associated National Care Standards for School Care Accommodation Services, any other standards or regulations indicated by the RSA and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

The National Care Standards and Inspection Focus Areas addressed at this inspection were as follows:-

National Care Standards for School Care Accommodation Services:

- . Standard 2 : Keeping in touch
- . Standard 3: Care and Protection
- . Standard 7: Management and Staffing
- . Standard 12: Keeping well-Lifestyle

Focus Areas:

- . Child protection
- . Restraint
- . Scottish Social Services Council -staff training
- . Mental health and well-being.

. Throughcare and Aftercare

The Officers spoke with three of the Directors, Operation and Service Managers and members of the Youth Care Workers staff group on early and late duty. The Officers also spoke with the Social Education Manager, four members of the H.R./Training Section, the Domestic Services Manager, Transitions staff and the Kibbleworks Manager

The Officers also spoke with a significant number of young people and observed the care and support given to them by staff. Officers were able to speak with young people and staff within all 7 of the units which were part of this inspection. The Officers also spent time in Kibbleworks which is the enterprise and employment service.

During the inspection evidence was gathered from a number of sources including:

Care Plans

Policies and procedures

Accident and Incident recording

Training records

S.C.M recordings, monitoring records and minutes of meetings.

Transition group minutes.

Child Protection information.

Throughcare/Pathways documentation.

The Officers walked around the premises and spent time in each of the units.

All of the above information was taken into account during the inspection process and was reported on.

Inspection focus areas and associated national care standards for 2007/08:

This year's inspection focus areas (IFAs) have been developed from statutory and policy considerations and have been widely consulted upon. The IFAs are directly linked to relevant NCS. Details of the inspection focus and associated standards to be used in inspecting each type of care service in 2007/08 and supporting inspection guidance, can be found on:

[http://www.carecommission.com/index.php?option=com\\_content&task=view&id=4557](http://www.carecommission.com/index.php?option=com_content&task=view&id=4557)

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

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

There was one requirement from the previous inspection. Progress with this is as follows:-

1. Progress had been made with the de-briefing for young people and staff however the requirement will remain until all staff and young people are offered the opportunity to be de-briefed following involvement in an S.C.M. incident and that robust records are available for the Officer to examine.

This is in order to comply with Regulation 19 (3)(a) of the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114).

This was discussed at length with the Director responsible for monitoring Safe Crisis Management within Kibble. The level of de-briefings for staff and young people had increased and were happening on a regular basis. Staff also reported that de-briefings had improved. This requirement has been met however the issue of de-briefings for both staff and young people will become a recommendation to ensure that this practice continues to improve.

### **Comments on Self-Evaluation**

The self-evaluation was considered at the announced inspection in July 2007.

### **View of Service Users**

Young people were spoken with from each of the units and Kibbleworks.

'Yeah, it's ok here. I can talk to any of the staff especially T. I get along with most people, I'm trying to get more qualifications'.

'It's ok living here. I feel safe, I like my room and the activities. My keyworker is ok but a bit nippy. I'm leaving soon to return to my mums house'.

'I like it here. I'm on leave for a big part of the week. We can discuss things at the monthly meetings.'

' I like to spend time in my bedroom. I like the food and the best thing is the activities. The worst thing is being away from my family. my keyworker is ok and I can speak to staff if anything is worrying me.'

'I really like coming here. It is like a proper job - they expect me to be here every time and turn up on time. This experience means that I hope to get a job in the near future.'

'My keyworker is on my side and is helpful. I like my bedroom with the en-suite.'

### **View of Carers**

There were no relatives available for comment as this was an unannounced inspection.

## **Regulations / Principles**

### **Regulation :**

### **Strengths**

### **Areas for Development**

## **National Care Standards**

### **National Care Standard Number 2: School Care Accommodation Services - Keeping In Touch with People who are Important to You**

#### **Strengths**

Young people spoken with stated that they were able to keep in touch with family members, where appropriate, and that staff helped them to do this.

Family members were able to visit Kibble and spend time with their young person. Family members were also invited to important events.

There was evidence within the care plans that parents were involved in the ongoing care planning for their young person.

Parents and carers received regular reports and correspondence on the progress of their young person.

Staff spoken with stated that they felt confident supporting young people with the issues of bereavement and loss.

### **Areas for Development**

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

#### **Strengths**

The Inspection Focus Areas of Protecting People: Child Protection and Restraint were reported on fully at the last inspection however further progress was noted at this inspection.

The Officers spoke with young people from each of the units during this inspection and, on the whole, they stated that they felt safe at Kibble. They stated that they could go to staff with any issues or worries and that they would be listened to.

The service continues to send the Care Commission information on Child Protection referrals. These referral forms evidenced that child protection matters were dealt with appropriately.

Staff continued to receive child protection training on a regular basis.

The Safe Crisis Management method of de-escalation continued to be monitored closely by the Physical Intervention Monitoring Group (P.I.M.). This group would meet monthly to look at the numbers of assists, the length of time the assist took, the staff involved etc. These statistics allowed them to look at trends and where practice needed to improve. The de-briefings for young people and staff following an S.C.M. assist had increased. S.C.M. was also a standing agenda item for unit meetings.

Staff continued to receive regular refresher training on S.C.M.

The service will offer staff the opportunity to participate in Life Space Crisis Intervention (L.S.C.I.) training for 5 days in May. This training will assist staff to defuse situations prior to having to move to any form of physical intervention.

Each young person had a behaviour support plan. A sample of these plans were examined during the inspection and were found to be relevant and mostly up to date. The service is looking at ways to ensure that information within these plans is always current and is not duplicated unnecessarily.

### **Areas for Development**

The level of de-briefings for staff and young people had increased and were happening on a more regular basis. Staff also reported that de-briefings had improved. The issue of de-briefings for both staff and young people will become a recommendation to ensure that this practice continues to improve and that all young people and staff are offered a de-briefing as soon as possible after the event.

The monitoring of S.C.M. showed a high level of 'Supine Torso' holds which were floor holds. The reasons why there was a high level of this kind of hold should be investigated with a view to de-creasing the number of times this hold is used. this will be the subject of a recommendation.

A risk assessment must be undertaken for each boy to determine whether it is safe for him to hold a key to his bedroom.

This is a continued recommendation from the previous inspection.

The service had worked hard to discuss smoking cessation with the young people however during the inspection the Officers witnessed incidences where staff could have been promoting the issue of not smoking more proactively. This will be the subject of a recommendation.

Two of the residential units (M) and (Sk) were in need of upgrading. This will be the subject of a recommendation.

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

### **Strengths**

The Inspection Focus Area of SSSC Codes and staff training were fully addressed at the last inspection.

Officers spoke with staff from all units on both early and late shift. They found staff to be knowledgeable, committed and child centred. They stated that they felt well supported in their role and received good training opportunities. Recent training attended had been team building, mental health, enhanced child protection, sexual abuse and adolescence and first aid.

One Officer spoke with staff from the H.R. Learning and Development section within Kibble. This section was working hard on a variety of issues such as statutory training, developmental training, supervision frequency, registration requirements, staff vacancies and Continual Personal Development (C.P.D.) for all staff.

The percentage of staff within Kibble with a qualification suitable for registration with the Scottish Social Services Council was 88% and all other staff will have the opportunity to undertake training in the near future. Several senior managers had SVQ IV and the Registered Managers Award.

Accidents, incidents and complaints were discussed with the Domestic Services Manager and one of the Directors. Accidents and incidents were closely monitored and complaints were dealt with and responded to. The service will ensure that a 'date of response to the complainant' is added to the monitoring system.

### **Areas for Development**

The frequency of supervision should continue to improve and the service should consider how Service Managers can be assisted to be able to offer regular supervision to a large staff group.

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

### **Strengths**

The inspection focus area of Throughcare and Aftercare will be reported on under this standard.

The Officers discussed throughcare and aftercare within each of the units on campus, with the young men at Community House and the young men at Kibbleworks.

There was a high level of young men aged 16+ within Kibble who were being supported to attend school, further education or work placements, such as Kibbleworks. The Officers were impressed with the young men and the service provided at Kibbleworks. The young men spoken with were very positive about the opportunities that Kibbleworks gave them to learn a

skill and seek employment. The service at Community House supported young men with independent living skills such as cooking and budgeting.

The understanding of throughcare and aftercare was not consistent across the campus however there was some evidence of a Pathways plan and 'moving on' plans for some young people within the units.

Throughcare provision and understanding was stronger in some units than others and this was mainly due to the needs of the young people and the knowledge of the staff.

The service had set up a 'Transition Service Development Group' which hoped to look at a range of both 'internal and external transitions issues within Kibble'. This group had only met once to date.

### **Areas for Development**

Throughcare and Aftercare provision for young people at Kibble was inconsistent and sporadic across the units. This provision should be co-ordinated and not based on the goodwill of specific staff members. There was a variable response from staff about their responsibilities regarding throughcare promotion and knowledge of best practice guidance. Staff should be proactive in ensuring that young people at Kibble are involved in Pathways planning, are preparing to move on with good independent living skills, have a co-ordinated approach to throughcare and aftercare and have the appropriate skills and training to support young people in this area.

This will be the subject of a requirement.

## **Enforcement**

There has been no enforcement action against this service since the last inspection.

## **Other Information**

There were six recommendations arising from the previous inspection. Progress is as follows:-

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

Progress was noted with this when care plans were reviewed. The care plans were monitored quarterly by a member of the senior management team and most of the care plans reviewed were up to date and relevant to the needs of the young person. It will be an area for continued development that the care plans are kept up to date.

2. A risk assessment must be undertaken for each boy to determine whether it is safe for him to hold a key to his bedroom.

There had been no progress with this. This recommendation will continue.

3. It is important that staff have dedicated time with their line manager to discuss practice, developmental and training issues. Staff should receive regular, formal supervision. The service had put in place various measures to improve the frequency of supervision for staff. Some improvement was noted and this issue will become an area for continued development to ensure that all staff are offered regular, formal supervision.

4. It was evident from discussions that some part-time staff had not had the opportunity to participate in training, such as child protection, which would be essential for them to carry out the duties of their post. All staff must have access to essential training as soon as possible after commencing employment.

The Officer spoke with staff from the H.R. learning and development section. They assured the Officer that part time staff were receiving appropriate training and they were continuing to look at innovative ways to deliver this training such as evening sessions and distance learning. This recommendation has been met.

5. All care staff within Kibble should have access to training relevant to the mental health needs of the young people. Areas identified by staff were 'bereavement and loss' and 'mental health and young people'.

Staff spoken with stated that they had received further training in mental health and well being. Examples would be Young Minds and ASSIST (suicide prevention). The service had also issued a questionnaire to staff asking for their training needs in this area. This recommendation has been met.

6. The garden area within (Sk) unit should be developed to ensure it is a safe, pleasant outside space.

The Officer spoke with the Director responsible for the refurbishment of the units. Assurance was given that this garden area was a priority and the work would be undertaken in the spring. This recommendation will continue however if this garden has not been developed by the next inspection the Care Commission may consider taking formal action.

A new Looked After and Accommodated Children's nurse had been linked to Kibble. The Officer will ensure that contact is made with the LAAC nurse at the next inspection.

There were less complaints from the young people about the food at this inspection. The service continued to seek opinions from the young people about the food through the use of questionnaires.

### **Requirements**

1. Staff should be proactive in ensuring that young people at Kibble are involved in Pathways planning, are preparing to move on with good independent living skills, have a co-ordinated approach to throughcare and aftercare and have the appropriate skills and training to support young people in this area.

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 :- within 4 months from receipt of this report.

### **Recommendations**

1. The issue of de-briefings for both staff and young people will become a recommendation to ensure that this practice continues to improve and that all young people and staff are offered a de-briefing as soon as possible after the event.

Standard 3.8

2. The reasons why there was a high level 'Supine Torso' holds should be investigated with a view to de-creasing the number of times this hold is used.

Standard 3.8

3. A risk assessment must be undertaken for each boy to determine whether it is safe for him to hold a key to his bedroom.

Standard 4.1

4. The staff within Kibble should promote smoking cessation more proactively.

Standard 3.1

5. The garden area within (Sk) unit should be developed to ensure it is a safe, pleasant outside space.

The Officer spoke with the Director responsible for the refurbishment of the units. Assurance was given that this garden area was a priority and the work would be undertaken in the spring. This recommendation will continue however if this garden has not been developed by the next inspection the Care Commission may consider taking formal action.

Standard 12.1

6. Two of the residential units (M) and (Sk) were in need of refurbishment, particularly in the bedroom areas.

Standard 3.1

**Jackie Calder**

**Care Commission Officer**