

Arran Villa Care Home Service

6 Mackerston Place
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Telephone: 01475 649119

Type of inspection: Unannounced
Inspection completed on: 13 October 2017

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Care service number:
CS2012314383

About the service

Arran Villa care home is provided by Kibble Education and Care Centre. Based in the coastal town of Largs, this large house provides individual bedrooms, two shared living rooms, a shared dining area, and a large garden.

The house is close to parks, the beach, and community facilities. It is close to public transport links. Kibble Education and Care Centre states that Arran Villa care home provides an early intervention residential service for up to five at risk children aged between five and 12 years. It is a pre-fostering service that aims to ease transition to foster care and support children in their foster placement. This is achieved through approved foster carers from Kibble's Intensive Fostering Service working closely with staff to provide progressive community-based care from overnight respite up to and including six overnights shared care prior to moving to an appropriately 'matched' foster placement.

This service has been registered since 17 July 2015.

What people told us

We interviewed four young people individually and two as part of a group at the evening meal. All young people indicated their satisfaction with the service. We also had a meal with the young people, they were incredibly complimentary about the standard of the food offered. All young people had very nurturing relationships with the whole staff group. The comments from the young people included:

- "The food is excellent."
- "My key worker is great."
- "We all have a range of clubs we attend."
- "The school is brill."
- "I love living at the sea."
- "Of course I'm safe."

We also visited the organisation's primary resource which many of the young people attended. The young people had very good relationships with teaching and care staff supported them in the school setting. The school setting was tailored to meet individual young people's needs and provided a stable environment which supported them to learn. A fantastic resource.

Self assessment

On this occasion we did not request a self assessment. However, we examined the service development plan and a range of evidence that showed that the service was continuing to improve.

From this inspection we graded this service as:

Quality of care and support

5 - Very Good

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

What the service does well

The staff had built up very good relationships with young people and had a range of interactions which ensured that there was nurturing and caring relationships. The service had developed their care planning framework to ensure that it encompasses all aspects of the child's life. This enabled the service to focus on positive outcomes which would ensure that young people had positive experiences. We noted that all young people had the opportunity to take part in life changing experiences. For example, one young person had planned a trip to Barcelona to visit Nou Camp and another had recently attended a pop concert.

The service had fully integrated their Getting It Right For Every Child (GIRFEC) strategy which was completely embedded within all recording. The service had well conceived recording tools which were focused on young people's outcomes. This was regularly reviewed and focused on their individual needs. An ethos of inclusion supported very positive school attendance at mainstream school and also with the organisation's specialist provision. The service had exceptional partnerships with education services and also specialist intervention services (this was the organisation's internal therapeutic service). All young people had access to this resource, with many young people were taking part in art therapy other support programmes. The service was developing a specialist consultation service where specialist staff would give specific advice for young people in their care.

The organisation had invested in having regular support from external agency Who Cares Scotland. These dedicated workers ensure that young people have access to advocacy services and are listened to. Their inputs were valued and acted on by the organisation and young people stated that "felt listened to". This showed the commitment of the service to support young people's active participation in the service.

We joined young people for dinner during the inspection and saw freshly cooked foods and fresh fruit were prepared by the cook. A focus on healthy eating and dining together at mealtimes supported a caring and nurturing environment. Mealtimes were a very social experience where young people were engaged in healthy conversation about their day and their plans for the evening and also for up and coming holidays.

We found a positive culture of openness and reflective practice encouraged within the staff team. Through supportive leadership, staff were enabled to play active roles in developing the service and we saw that staff played lead roles in areas such as leading the shift, medication auditing, and developing plans for the service. Staff were found to be extremely child-centred and told us of how they worked hard at ensuring that young people's opinions were valued.

Arran villa continued to implement effective quality assurance practices to influence improvements. Improvements were developed into a service plan which were consolidated into a organisational strategy. The service routinely requested feedback from all people involved with the service. These comments featured in the development of the service.

What the service could do better

There was a need to ensure that all young people had a personal plan developed within the timescales laid down within regulations. The service was in the process of redesigning their current personal plans to ensure that they

reflected the understanding and needs of the younger age group that they were looking after (**see recommendation 1**).

There was also a need for the service to use SMART (specific, measurable, achievable, realistic, and time-bound) targets. These would ensure that young people had targets which they were continuing to monitor and build on their achievements.

There had been a number of vacancies over the summer period. This has resulted in staff covering additional hours to ensure consistency. However, this also had adverse effects to some aspects of the service recording, for example Life Space interviews. This had been resolved with an organisational recruitment drive. We would recommend that the service review the process in which it ensures that all recording of safe holds are completed and appropriately analysed (**see recommendation 2**).

The organisation was also in the process of recruiting more foster carers to ensure that young people had access to experiences of a life in a family home. We look forward to examining this at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. All young people must have a personal plan which is created within 28 days.

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

2. The service must record all Life Space interviews to ensure that young people can reflect and learn from any incidents.

National Care Standards, Care Homes for Children and Young People - 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	
27 Mar 2017	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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