

Kibble Education and Care Centre School Care Accommodation Service

Goudie Street
Paisley
PA3 2LG

Telephone: 0141 889 0044

Type of inspection: Unannounced
Inspection completed on: 31 August 2017

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Care service number:
CS2003001291

About the service

Kibble Education and Care Centre is administered by a voluntary board of trustees on behalf of the Miss. Elizabeth Kibble Trust. Kibble is a residential school which provides care, support, and education for up to 73 young people between the age of 12 and 18 years, who are experiencing emotional, behavioural, and educational difficulties. Since 2010, Kibble has been registered to accommodate both boys and girls.

The service is inspected by us at least once per year on an unannounced basis. As well as being inspected by the Care Inspectorate, the centre is also subject to joint inspections by Her Majesty's Inspectorate of Education (HMIE), known as Education Scotland, at four-year intervals and is registered with the Registrar of Independent Schools.

The service is situated within extensive grounds on the north side of Paisley. The service is a campus style with community-based units and provides a range of specialised and intensive provision. KibbleWorks, which is a social enterprise initiative, is off-site and provides young people with support and assistance into employment.

In addition, Kibble provides an intensive fostering service which is registered separately with the Care Inspectorate.

The campus is divided into nine separate units, with all apart from one unit having en suite facilities. All units have sufficient space for young people in terms of sitting rooms, games rooms, and dining areas. Young people have access to recreational facilities, including a swimming pool, gym, and football pitches. The educational centre on campus is a modern facility providing young people with high standard equipment and an environment conducive to learning.

This service has been registered since 1 April 2002.

What people told us

We obtained the views of young people who were using the service, both in the open campus and also in the community flats. There was a mixture of responses from young people within two units on the main campus, where young people indicated dissatisfaction with the service. We determined that this was due to variety of factors. One main feature was that units were unsettled due to the behaviours young people were displaying. The management team were fully informed of these responses and were in the process of resolving the issues within these units.

We were also able to interview young people in Uist, Levenbridge, Buchannan, and Skye. We interviewed 15 young people individually and observed staff interacting with young people during their days. Most young people were satisfied with the service they received. Young people made the following comments:

- "I find it really supportive."
- "Staffing is one-to-one and I like all the staff."
- "It's really good you can build trust with staff."
- "Yes, I'm aware of how to make a complaint."
- "I've learnt to control my anger with help from the Specialist Intervention Service."

- "We don't get activities every night but we get out to do things."
- "The food could be better."
- "Staff listen to you."
- "Yes, I feel safe."
- "Staff do a good job at supporting me."
- "Staff are respectful people."
- "It's been a really nice place to be."
- "I'm encouraged to be independent."
- "There are enough staff and they are good at nurturing me, like bringing me a cup of tea in the morning."
- "Yes, they give me privacy."

We also issued 25 Care Standards Questionnaires (CSQs) to young people in the centre. We received eight returns. All indicated that they were satisfied with the service.

We were able to interview the Who Cares? Scotland worker, who indicated that they had regular meetings with the senior management group. They were also involved with regular consultation exercises with young people.

The participation officer supports young people to be fully involved in pupil council. The worker indicated that they have a unique and innovative role, as they also are involved in having an overview of restraints and complaints in the service. They indicated that they felt young people were listened to and valued by staff in the organisation.

We were also able to speak to two social workers. They indicated that the service was very good at keeping them informed about the progress that young people were making. They also indicated that young people were well supported with the programmed work that takes place in the Specialist Intervention Service (SIS).

Self assessment

We did not request a self assessment. The service provided evidence throughout the inspection process which we used to examine the progress and improvement that they were making. This included an overview of their five-year strategic plan, the organisation's annual report, and individual development plans.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed

What the service does well

We found there were high levels of participation within all aspects of young people's care. Young people were involved in individual care planning but also involved in developing the future direction of the service with young people's meeting, food committee, and pupil council. Young people were integral facets in all aspects of the provision from recruitment to the environment. The service was continually deploying innovative approaches to capture their views. Their opinions were instrumental in taking the service forward.

The service also consulted on a wider scale with families and external professionals, to ensure that all were involved in contributing to aspects for improvement to the development of the service. The service has just invested in the establishment of a new five-year strategy which ensures a clear commitment to continually improving and the direction of the service.

The service had exceptional quality assurance mechanisms with all aspects of their provision appropriately monitored and examined. There were numerous auditing and reporting tools that ensure that the identifying aspects of governance were discussed at all levels of the organisation. There was a clear ethos that ensured that the service was meeting young people's individual needs.

The service had recently redesigned the young people's personal plan (Kibble Journey). These were found to have clear achievable targets which focused on clear outcomes. The service had a very good recording tool which provided a concise narrative and clearly evidenced the outcomes in a graphical form. This approach was child-centred and focused on outcomes. We could see that many young people were having exceptional outcomes.

All young people had contact with the on-site Specialist Intervention Services which provided an exceptional range of therapeutic programmes. This was also supported by a consultant nurse specialist who was proactive in giving young people appropriate health advice. This included information about healthy eating, substance misuse, smoking cessation, and mental wellbeing. The service also made extensive use of external bodies, such as child and adolescent mental health services (CAMHS), counselling services, dentists, doctors, alcohol and drug services, and the Well Tree Clinic, where appropriate. Young people told us they felt fully involved in all aspects of their care and they received a holistic approach to their health needs.

Medication was found to be well managed and there was an effective system on how to administer medication safely to young people.

The service had commitment to supporting young people to gain both academic and practical skills. Young people had a well resourced school on site and they had additional resources of KibbleWorks which is an exceptional resource which was accredited to provided college and apprenticeship courses. We were fortunate to meet numerous young people who were experiencing work placements and doing accredited training which would lead to employment.

The service also had very good transitional plans which helped young people move on from open placement to community housing then on to their own accommodation. These plans built on existing skills and introduced new independent living skills. The service should be congratulated for their commitment to giving young people opportunities to get the best possible outcomes to enter adult life.

The service had been proactive at ensuring that there had been succession planning for the change in the senior management team. There was now a new registered manager for the open campus who had a very visible

presence in the service. We were encouraged that the new management team had a collegiate approach to managing the service and were found to be very approachable to both staff and young people. There was a clear focus on a child-centred culture within the campus.

What the service could do better

We found that Life Space Interviews (LSI) were not always being recorded after every incident. The organisation was aware of this issue and had identified that this will be improved. They had already employed a service manager who would be reviewing and monitoring the holding safely process. We look forward to seeing this improve. **(See recommendation 1.)**

The new care planning system has recently been introduced. We felt that there should be clear timescales set to ensure that young people were time-focused.

We found some issues with supervision with some staff, particularly the night staff. The service had, again, recognised this weakness and had recently appointed a new service manager tasked to supporting this group of staff. During the inspection there had been the re-establishment of regular development and team meetings for this group. **(See recommendation 2.)**

We also informed the senior management of some issues pertaining to individual plans. They assured us that these would be rectified immediately. The service had developed a new risk assessment tool which was currently being rolled out for all young people. The service was in the process of ensuring that all staff were trained in using this tool. We will examine this at our next inspection.

The service had recently lost some experienced staff. This had resulted in the service having to recruit a number of new staff. The service had approached this gap by over recruiting to ensure that they had back fill for these vacancies. They are also investing in a new training position of traineeships to invest in training and growing their own staff.

We found a number of young people had not had their looked after and accommodated children (LAAC) reviews in keeping with legislation. We reminded the service that they need to be proactive with local authorities to ensure that these occur within the timescales laid down in legislation.

We found one young person had not had a care plan within the timescales that are outlined in legislation. The service was aware of this situation and it was identified at a recent unit audit but had not been rectified. The service had put measures in place to ensure that this would not occur again. We will continue to monitor this at the next inspection.

Although we did not examine the environment on this occasion the service was able to share with us some planned refurbishment for the open school. We look forward to being involved in the planning and registration of these new developments.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service to improve the recording of Life Space Interviews with young people to ensure that they are given appropriate support.

National Care Standards, Care Homes for Children and Young People - Standard 6: Feeling Safe and Secure.

2. The service needs to ensure that all staff have regular supervision in accordance with their own policy.

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
3 Jun 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
24 Aug 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
29 Jan 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
14 Aug 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Jun 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Mar 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
3 Sep 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
28 Feb 2012	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
8 Feb 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
9 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
22 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	5 - Very good Not assessed
9 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
24 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good
3 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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