

Kibble Safe Centre

Secure 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:
CS2007144296

About the service

Kibble Safe Centre is a secure accommodation service that provides 18 secure beds for young people aged from 11 to 18 years. Located in Paisley, Kibble Safe Centre is administered by a voluntary board of trustees on behalf of the Miss. Elizabeth Kibble's Trust.

The service is inspected annually in an unannounced inspection. As well as being inspected by the Care Inspectorate, the safe 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 has indoor recreational facilities, including a swimming pool and small gym. Individualised programmes are put in place for young people by the Specialist Intervention Service (SIS).

The accommodation for the young people is a single, en suite bedroom which has fixtures and fittings designed to limit self harm. Living areas are suitably equipped and furnished, with a small satellite kitchen and dining area.

The safe centre has perimeter security that is supplemented by CCTV, which is monitored by a designated team of staff.

This service has been registered since 14 June 2007.

What people told us

We obtained the views of most of the young people who were using the service over the three units that make up the secure centre. We interviewed 11 young people individually and observed staff interacting with young people at meal times. Most young people were very satisfied with the service they received. However, we were informed by two young people about the dissatisfaction with being placed in secure care. Young people made the following comments about living in secure care:

- "Food is better in secure than the main open school."
- "Staff take care of my medical needs, a special bed has been ordered to help me with my difficulties."
- "The summer activities have been very good. This has included arts and crafts and jewellery making."
- "Yes, I have been restrained. This has been done properly."
- "I have a really good relationship with staff."
- "My key worker is great."
- "Yes, I feel safe."
- "I have been doing programmed work with the Special Intervention Service and been working on my anger management."
- "Staff treat me with respect."

- "Yes, I'm aware of Who Cares? and they visit regularly."
- "If I had a complaint I'm able to talk directly with staff."

We also issued six Care Standards Questionnaires (CSQs) to young people in the centre. We only received one return. The young person indicated that they were very happy 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. They indicated that they have a unique and innovative role as they also are involved in having an overview into restraints. 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 who 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.

Self assessment

We did not request a self assessment this year. However, the service was able to evidence their improvement agenda with their corporate plans and individual unit development plans.

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

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. The young people's 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 Service 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 already identified the need to improve their storage system to ensure that medication cabinets were large enough to store and organise young people's medication so it was stored appropriately. This was welcomed.

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 and is accredited to provide college and apprenticeship courses. We were fortunate to meet one young person who had been in secure but was now in their own supported accommodation, they were also a senior apprentice.

The service also had very good transitional plans which helped young people move on from secure to an open placement. These plans built on existing skills and introduced new skills when appropriate. The service should be congratulated on their commitment to ensuring that all young people have the best possible outcomes for their time in this safe environment.

The service had been proactive in ensuring that there had been succession planning for the change in the senior management team. There was now a new registered manager for the secure service who had a very visible presence in the service. We found staff and young people were confident in their leadership skills. 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 on their identified target as many were placed with the service for time-limited placements.

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.

There was a need for the service to review its current policy on the use of their emergency room. This should take full account of the timescales and the necessary notifications that were required when this room was to be utilised.

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	Announced	Care and support 6 - Excellent Environment 6 - Excellent Staffing Not assessed Management and leadership Not assessed
24 Aug 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
30 Jan 2015	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 6 - Excellent
20 Aug 2014	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 6 - Excellent
21 Jun 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
10 Jan 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
25 Jul 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 6 - Excellent Management and leadership 6 - Excellent
6 Mar 2012	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
10 Jan 2011	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 6 - Excellent
27 Aug 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
9 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
7 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
22 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good
23 Jul 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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