

Kibble Campus - North

School Care Accommodation Service

Kibble Education & Care Centre
Goudie Street
PAISLEY
PA3 2LG

Telephone: 0141 889 0044

Type of inspection:
Unannounced

Completed on:
27 February 2023

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2022000009

About the service

Kibble Campus - North is comprised of four houses situated within Paisley. The houses were nicely decorated and were close to local amenities. On site there is also Goudie Academy which many of the young people also attended.

About the inspection

This was an unannounced inspection which took place on 13, 14 and 15 February. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with thirteen people using the service and seven of their family/friends/representatives
- spoke with thirteen staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Staff had good relationships with the young people.
- Young people had made great achievements.
- There was good access to external resources to help support young people.
- Management recognised areas which needed developed and were responsive to promoting positive culture changes.
- There was good support for families, and facilitating time with their children.
- There needed to be more consistency in response to child protection concerns.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support children and young people's rights and wellbeing?	4 - Good
--	----------

Further details on the particular areas inspected are provided at the end of this report.

How well do we support children and young people's rights and wellbeing?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children and young people's experiences.

Staff had positive relationships with young people and knew them very well. One young person told us "I love the staff, they help me so much." We were also able to observe practice and recognise how staff were pro-active in their approach to ensure young people were kept safe. The service had its own mental health team on site which was used to help identify specific strategies and supports for young people. There was also good links externally where they accessed further support or training to help understand the needs of the young people. This led to young people feeling safe, and being understood by staff.

There had been no direct issues of bullying raised. However, we heard from one young person about a time where they were unhappy with another young person, and told us how the staff supported them with this. From this we felt reassured that the service would respond and take action to ensure young people felt safe. The young people also had access to an advocacy service which was promoted and accessed by many young people.

The service had made progress in its response and procedure when protection concerns had been raised. On site there was access to a safeguarding lead who had developed the reporting process and was pro-active in ensuring staff were confident in their practice, looking at different training which would support this. However, we did find that these processes were sometimes not consistently followed, which could have put young people at risk. **(See area for improvement 1.)**

There had been a drive to ensure the ethos of the service was more therapeutic and staff had undertaken training around trauma. Staff were able to share with us how they support young people when they are upset, and recognised how this training and approach had led to less instances of restraint. Young people were also encouraged to have fun and enjoyed holidays to Alton Towers, or concerts, and it was lovely to see some young people had their own pets in the house. We did find that one house in particular needed to develop further to ensure they understood the needs of the young people, and had a more nurturing approach. When we spoke with management about this we were reassured to know they were aware of the improvements needed. They had begun to implement changes to support this. This ensured young people were safe and happy, giving them the opportunity to grow and develop.

There was a focus to ensure young people stayed in touch with their families and they were included in their lives. We saw how the staff and some key members of the Specialist Intervention Team, had worked hard to support families and help young people return to their care. We were pleased to see where possible work was being done to help young people move back home, which is in line with 'The Promise'. This ensured young people and families felt included and had strengthened relationships.

Young people were encouraged to achieve and learn. One young person told us "I don't need support from staff at outdoor learning now" and was proud of their achievement in school. Where possible young people were supported to stay connected to schools in their local area, as well as more bespoke placements at Goudie Academy or the Skills Academy through Kibble. Some young people had also been successful in gaining apprenticeships, and the team had planned ahead as to how this could be sustained if they moved home. This led to young people feeling a huge sense of achievement and self-worth.

Cooking within the houses on particular nights had been introduced recently, and this was well received by the young people. This gave a more nurturing approach to mealtimes, and learning opportunities around meal preparation.

We were encouraged by the transparency of senior management, and the developments for the service. We heard how culturally implementing some positive changes had been a challenge, but had been paramount in creating a more trauma informed approach to care. This ensured managers were more empowered and had a better understanding of why changes were put in place. We observed how these changes improved the support available for young people.

There had been recognition, that at times the needs of the young people may not be able to be met by the service. We saw how at times during the admission process, all information had not been provided by professionals. Kibble was committed to supporting these young people and when they identified they may not be able to meet their needs, ensured the correct placement and information would be shared. At times we felt some admissions documentation could capture the impact of group dynamics more in depth.

Staff and young people felt that at some points throughout the year there had not been enough staff. We recognised that the service had implemented a new rota, alongside progression roles for staff and this had led to staff moving within the campus and a shortage of staff. However, since this period there had been further recruitment and a full staff team were identified in each house. Management were open around the changes they had implemented to ensure there was a good balance of skill set and experience to ensure the young people received consistent care.

Senior management had a strong focus on how best to ensure the culture continues to develop and embed a trauma informed approach to care. There had been the implementation of shred understanding meetings to help develop a better understanding of how to support young people. These were in the early stages of being developed and we were looking forward to see how this progressed over the year ahead. There was also a recognition of need for continuous development within the service.

Areas for improvement

1. To support children's wellbeing, learning and development, the provider should ensure that there is a consistent approach to child protection concerns. This should include, but is not limited to, ensuring the same procedure is followed for each individual when protection concerns are raised.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made' (HSCS 3.22).

Complaints

There have been no complaints upheld since the service registered.

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.