

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:
21 February 2025

Service provided by:
Kibble Education and Care Centre

Service provider number:
SP2004007042

Service no:
CS2022000009

About the service

Kibble Campus - North registration has four houses situated within Paisley. The service can accommodate up to 31 young people. The houses are nicely decorated and are close to local amenities. On site there is also Goudie Academy which many of the young people also attend.

During our inspection year 2024-2025, we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children's right to continuing care and how children and young people are being helped to understand what their right to continuing care means for them. Any requirements or areas for improvement will be highlighted in this report.

About the inspection

This was an unannounced inspection which took place on 18, 19 and 20 February 2025 between the hours of 09:00 and 23:00. The inspection was carried out by two inspectors 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 11 people using the service and 13 of their family/representatives
- spoke with 16 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- There was a positive approach to supporting safe risks.
- Trauma informed practice was a strength of staff.
- Young people were supported to have pets.
- Young people were supported to spend time with family.
- Quality assurance processes were in place and effective.
- Managers empowered staff to make decisions and provided good opportunities.

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?	5 - Very Good
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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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Young people were supported to feel safe. We found where restrictions were in place to support safety, there were regular meetings with external professionals which included young people. Staff knew them very well and this was evident in the support they provided to help young people understand risk.

There was a good advocacy service available to young people. This had been used at times to uphold young people's rights and supported them to have their voice heard.

Child protection processes were clear and staff were confident in raising any concerns. At times where concerns were raised, the relevant agencies were informed and appropriate action taken. This ensured young people were protected from harm.

Trauma informed practice was a strength in the staff team. Young people told us: "The staff understand me and help me." We found the staff had a good understanding of young people's individual needs and how to support them. There had also been the introduction of pets for some young people, which created a homely environment. This led to young people feeling a sense of safety, and nurture from those caring for them.

Staff had warm, loving and caring relationships with the young people. Staff told us: "Relationships are so important and at the heart of what we do." There had been a number of celebratory events in the houses, activities and holidays. This helped young people feel safe, have fun and explore new interests.

Young people felt their individual wishes and values were respected. There was a variety of opportunities for young people to be included in outwith the service such as the Ocean Youth Trust Scotland and The Love Rally. Staff were encouraging and supported young people if they wanted to attend these events.

There was a comprehensive health team which supported the health needs of young people. Staff told us: "They have really helped me support the young people, and understand their needs." There was regular meetings with SIS (Specialist Intervention Services) which provided support for young people and helped staff to reflect on their practice. This ensured young people were supported with their physical and emotional wellbeing.

Family relationships were encouraged and supported by staff. Some young people had been supported to move back home with family. One parent told us: "Staff are really lovely." We found staff often supported young people to spend time with family, and offered support to parents. Young people also had the opportunity to invite friends to their house. This helped young people feel included and build lifelong relationships.

There was an individual approach to learning. We found there was a range of opportunities available from school, apprenticeships, skills academy and some young people had a job. One young person told us, "I like school now, I'm doing really well." This helped young people feel a sense of achievement, and give them skills to support them in the future.

Care plans were informative, however risk assessments needed to be more specific. We found plans to be colourful, and included photos of achievements young people had made. However, risk assessments needed to include more specific detail, and goals needed to be SMART (Specific, Measurable, Achievable, Realistic, Time-bound). Young people were included in their plans and these were reviewed regularly.

Senior managers were committed to empowering and upskilling staff. We found there had been a focus on improving processes and upskilling staff to have confidence in undertaking these tasks effectively. This had led to workers being skilled, knowledgeable and having a good understanding of the vision and development of the service.

External managers were visible to staff and young people. One young person told us: "We enjoyed seeing them at Christmas." There was a visit to the houses in the evenings as well as through the day. This helped staff feel valued, and young people had the opportunity to share their views.

There was a clear admissions process in place. This was supportive in identifying the individual needs of young people, and the support the service could provide. We found this could be further developed with more specific detail of the impact of those living in the house and skill set of the team, to ensure that any potential impact is identified and support put in place.

Safer recruitment principles were followed through the recruitment process. Young people told us about the opportunities they had to be included in the interview process, which they really enjoyed. This made them feel included and valued.

Quality assurance systems in place were effective and completed regularly. We found where areas of improvement were needed these were identified through this process and rectified. There was good oversight of training which was reflected in the staffing needs assessment. Where further training was required to support individual needs, this was identified in the development plan. This supported the service to develop and create a skilled staff team.

The service was committed to support the aims of The Promise. There had been an introduction of Promise leads in the houses which captured the work which was being undertaken in relation to The Promise. There had also been an increase in the availability of advocacy to the young people, as well as service development at a strategic level to look at how to improve experiences for young people.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 30 April 2024, the provider must ensure there is an effective quality assurance process of incidents.

To do this, the provider must, at a minimum:

- a) ensure incident records are reviewed by a manager
- b) ensure incidents record the full detail of what happened
- c) ensure the length of restrictive practices are recorded
- d) ensure all relevant parties are informed of the incident.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 25 April 2024.

Action taken on previous requirement

The service had undertaken a review of the recording of incidents and implemented a more robust quality assurance system. Senior managers had oversight of incidents and supported further learning with staff to ensure the process was completed in detail. We found this had identified areas where improvement was needed, and this was then rectified with a learning approach with staff.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support robust and timely investigation of child protection concerns, the provider must ensure there is a consistent approach. This should include, but is not limited to, ensuring the procedure details how external agencies will be contacted, ensuring the policy reflects on the voice of the child and ensuring there is a consistent approach with all staff following the receipt of an allegation.

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).

This area for improvement was made on 25 April 2024.

Action taken since then

We found there had been a review of child protection processes, and concerns which had been raised to be appropriately actioned.

This area for improvement has been met.

Previous area for improvement 2

To support children's wellbeing and health, the provider should ensure there is a wide range of healthy meals available to young people.

This should include, but is not limited to, ensuring there are alternative healthy options prepared for young people. Mealtimes are nurturing and established as part of the house's routine.

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

"I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning" (HSCS 1.33).

This area for improvement was made on 25 April 2024.

Action taken since then

There had been the introduction of a home maker in one of the houses which created a homely and nurturing approach to mealtimes. Cooking in houses had also been introduced each night to ensure there was a wide variety of healthy meals available to young people.

This area for improvement has been met.

Previous area for improvement 3

To support children's wellbeing and health, the provider should ensure there is effective quality assurance of the administration and recording of medication.

This should include, but is not limited to, ensuring when errors are identified there is a clear action to prevent the reoccurrence of this happening again. These instances should also be reported to the Care Inspectorate.

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

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This area for improvement was made on 25 April 2024.

Action taken since then

Increased quality assurance and training had taken place, and instances where errors had occurred were reported to the Care Inspectorate.

This area for improvement has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very 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

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