

Aspire 'Gatehouse' School Care Accommodation Service

Gatehouse of Caprington
Caprington Estate
Kilmarnock
KA2 9AA

Telephone: 01563 544059

Type of inspection: Unannounced
Inspection completed on: 30 November 2017

Service provided by:
Aspire Scotland Ltd

Service provider number:
SP2010011131

Care service number:
CS2011299805

About the service

The Gatehouse service is provided and managed by Aspire Scotland. The service can accommodate five children and young people in one location and one young person in a second location close by.

The first location is a spacious detached house set in pleasant gardens within a rural position near Kilmarnock. The second location is within a relatively short distance from the first and is similarly set in a rural location in East Ayrshire.

On the day of the inspection, there were five young people living at Gatehouse and one in Brownhill Cottage.

The service literature states that their 'approach is to work in a planned and systematic manner to prepare an individual for personal independence or supported care'.

What people told us

We spoke with four of the young people during the inspection.

Their views of the quality of care and staff were mixed but in general they told us they felt safe and happy in the service.

One young person reported not feeling happy and we discussed their circumstances at length with the manager and them. We acknowledge that there were particular difficulties for that young person at that time and that the management and staff were alert to these.

Arrangements were made during the inspection to address some of the young persons needs.

Other young people gave positive comments such as "I like the staff; they are there for you they are so good that basically I don't want to leave here."

Social workers to the young people provided very positive comments regarding the service. An example of this was one social worker who told us of their appreciation of the staff groups flexibility and willingness to work in a manner and approach that they felt would best suit the young persons needs.

Another social worker told us of the improvement they had noted in the young persons presentation from a young person who could not manage their emotions to their interaction with family and friends now. This social worker was particularly impressed with the staff and the quality of information and understanding they had of the young person at - for example - care plan review meetings. Having this level of knowledge assured the young persons family of the quality of care their child was in receipt of.

Self assessment

No self assessment was requested of the service during this inspection year. We looked at the service improvement plan and quality assurance paperwork in order to assess how they monitored service provision

From this inspection we graded this service as:

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

What the service does well

We found that the service was delivering a very good quality of care for young people.

Young people were achieving very good outcomes in respect of their education and employability, with some attending work placements and others achieving very good results, with potentially very positive outcomes at college. Some young people were excelling in particular subjects and were preparing to attend further education to pursue these subjects at advanced levels.

Young people were achieving in terms of their progress toward independence also. One young person told us of the staff's nurturing approach in assisting developing independence skills and how this had led to them engaging in a course that enhanced these skills further.

The young people were observed to have close relationships with staff and interactions appeared comfortable and confident. The young people's self esteem and feeling of self worth were promoted through the celebrations of their successes and through the support provided by the staff to attend chosen activities and in maintaining contact with family and friends.

The good health of young people was promoted through engaging in and being encouraged to participate healthy activities and exercise. Young people that smoked were also encourage to consider smoking cessation. Physical health was promoted through young people having access to chosen activities such as swimming and biking and young people described maintaining and improving fitness levels through participating in these.

The service provided a very good quality of staffing. It continued its strong recruitment procedures for staff; all new staff being thoroughly vetted, with PVG checks completed prior to them being appointed. Staff were appropriately registered with the Scottish Social Services Council and were aware of their responsibilities in relation to the Code of Practice.

The staff group exhibited very good knowledge of the young people's risks and needs in addition to their aspirations, talents and abilities. There was evidence of this recorded within the young people's care plans and risk assessments. Records of the discussions between key staff and young people evidenced that these needs and wants were being addressed appropriately.

All staff were trained to or working toward HNC level qualifications. Young people's safety was promoted through staff attending training on and having good understanding of child protection procedures and of child sexual exploitation issues.

We inspected training records and noted that staff had attended training relating to young people's particular risks and needs. The service Quality assurance manager also provided details of the staff development days and topics covered - such as updates to the Health and Social Care standards; the GIRFEC model and recording and assessing young people's outcomes on the well being web.

What the service could do better

During the previous inspection we had recommended that the service manager should ensure that all staff at Gatehouse complete records in accordance with National Care Standards, best practice and the service policy. Whilst we did find improvement in this area we will review this matter further at the next inspection to ensure the quality assurance improvements continues into the services online gateway system of recording and review.

During the previous inspection we had recommended that the service manager should evaluate young people's views to ensure that staff are confident in their knowledge and practice of the procedures involved in safe hold and de-escalation techniques. We read the evaluation of the services approach to de-escalation and safe holds and noted the comments that they young people had made and the staff's response to these. This recommendation was met.

During the inspection we met with four of the young people and discussed their views and opinions. In general the young people spoke positively of the support they were provided however there were some issues raised by them that we discussed with the staff and management.

Some young people felt that the level of education provided to them did not challenge them, and that they could achieve higher in particular subjects. We found that this matter had been raised by the service staff and that this was to be addressed. We will look at this matter further at the next inspection.

Some young people had also raised issues regarding independence and opportunities for joint activities with their peers. In discussing this further we learned of the risk assessments and arrangements to minimise these risks that were particular to the young people. Whilst satisfied that the risk assessments strategies were appropriate we suggested that the staff continue to review these arrangements to ensure that identified strategies were employed as frequently and regularly as planned. We noted the service response to the young people's comments on the day of the inspection and observed the young people's satisfaction at these.

We will continue to monitor this issue at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
2 Sep 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
27 Mar 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
17 Oct 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
14 Feb 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
8 Nov 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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