

# Rose Cottage School Care Accommodation Service

Montgomeryfield  
Dreghorn  
Irvine  
KA11 4HB

Telephone: 01294 216555

Type of inspection: Unannounced  
Inspection completed on: 21 May 2018

**Service provided by:**  
Aspire Scotland Ltd

**Service provider number:**  
SP2010011131

**Care service number:**  
CS2010272097

## About the service

The service was previously registered with the Care Commission before transferring its registration to the Care Inspectorate on 1 April 2011.

Rose Cottage is a school care accommodation service, run by The Priory Group, who recently purchased Aspire who had previously run the service.

Rose Cottage can accommodate up to five young people. The accommodation is well furnished and maintained to a high standard. At the time of inspection the service was accommodating four young people. The service is built over two levels in a residential area.

The accommodation comprises:

- Five bedrooms, one of which is en suite;
- Two additional bathrooms;
- A downstairs lounge;
- A large dining kitchen;
- A reception hallway;
- An office;
- An additional room and kitchen on the second floor, next to the en suite bedroom, which is currently being used as a self-contained living area by one young person;
- A garden area.

## What people told us

At this inspection we spoke with two young people who were accommodated by the service. They both spoke positively about the support they had received, in particular commenting on good relationships which they enjoyed with staff members. They also both advised there was frequent opportunities to engage in positive activities, both inside and outside the house. The only areas for improvement identified were focussed on the environment, with both young people advising they would like Wi Fi internet access and one young person wishing the lounge to be refurbished. We spoke with the manager of the service, who advised that plans were well advanced to introduce these improvements.

We also spoke with one parent of a young person, who advised they were happy with the standard of care provided. They commented especially about staff going out of their way to facilitate family contact, and this had been very helpful. In addition, they advised that communication from staff was very good.

## Self assessment

The service had not been asked to complete a self assessment prior to the inspection. We looked at their own 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	4 - Good
Quality of environment	not assessed

Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## What the service does well

We observed that staff had spent some time building positive relationships with young people. There were good examples of staff spending a lot of time with young people and using creative approaches to engage with them. This also included going on holiday with young people. Staff members we spoke with had a good knowledge of the young people in their care.

Care plans are linked to the wellbeing indicators (safe, healthy, active, nurtured, achieving, respected, responsible and included) identified in the Scottish Government policy Getting It Right For Every Child (GIRFEC). The language used within these care plans was positive and concentrated on young people's strengths.

A particular strength of the service was the facilitation of family contact; staff were very good at ensuring young people maintained positive relationships with family members, and understood the importance of this to young people.

Risk assessments and management plans were comprehensive, containing good background information and guides to staff on strategies which would be helpful for individual young people. We saw that a team meeting had been held to discuss how to intervene appropriately with one young person who had displayed significant behavioural problems. This approach was positive and allowed for a wide range of views and experiences to contribute to the care plan.

There was evidence of good outcomes for some young people, with, for instance, some young people reducing concerning behaviour or improving engagement in education. One young person was in the process of making a positive transition to independent living within the community, having lived in the service for a number of years.

Very regular young peoples' meetings were held, and there was good evidence of young people being listened to and being encouraged to develop the service. Good choice was given over matters such as the houses' menu and planned activities.

We noted that the service has undergone improvements to the environment, with for instance a new kitchen being fitted. We were advised that this programme of improvements was to continue, with the house to be decorated, lounge upgraded and Wi Fi internet access introduced.

Team meetings of staff happen fairly regularly, and there was good evidence of these meetings being used for developmental purposes. We noted that, since the last inspection where a concern was the high staff turnover within the service, this is now no longer an issue, with staff retention now good.

The provider advised that, since purchasing the service, they have bolstered quality assurance systems, and it was noted they have a manager whose role is to monitor and improve quality. We felt this was a welcome development.

## What the service could do better

We felt that young people could be more involved in developing, with support from staff, their own care plans. We also noted that, while the service has "outcome trackers" to review young people's progress, some had not been completed frequently and those that had been completed did not evidence involvement of young people in the process.

(Refer to recommendation 1).

We noted that some information about young people, such as some case recordings, were not available to staff, which appeared to have some negative impact in relation to communication with other agencies. The provider attributed this problem to some difficulties related to a change in information technology systems, and assured us that they were working to fix any issues.

We felt that, while generally risk management processes were working well, for one young person this was not the case and a review of intervention was required to support reduction of risk. The manager of the service advised that discussions were taking place with partner agencies to improve risk management.

While mandatory training had been undertaken by most staff, we felt some more intensive training, such as trauma informed care, may be beneficial for the staff group. Some staff also advised that specific training on autism may be helpful. The provider advised additional training was being introduced.

We found that supervision was generally happening at a regularity stipulated in the provider's policy, but that the written records of some of these supervision sessions lacked detail and did not have agreed action points. We advised the service of this area for improvement, and the need for all those with supervisory responsibilities to be supported in carrying out all aspects of their role.

We noted that the services' investigation into a complaint had, in our opinion, not been as robust as it could have been. We advised the service of this and the need to complete further actions before they could decide whether or not to uphold the complaint.

Some concerns had arisen over whether all staff members were registered with the Scottish Social Services Council (SSSC) in the correct category. While we accept that ensuring correct registration is ultimately an individual's responsibility, we advised the service it would be advantageous to bolster their own systems for monitoring employee registration.

At times, the service had staff covering shifts with insufficient rest time between them, or working double shifts; we discussed with the provider their duty of care to both staff and young people, and the need to only have staff working who have been sufficiently rested. This is especially important given the emotionally challenging nature of the work that staff are carrying out.

(Refer to recommendation 2).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The provider should ensure young people are given the opportunity to develop and review their own care plan, including assessing their own progress.

This is to ensure care and support is consistent with the Health and Social Care Standards, which states that I am fully involved in developing and reviewing my personal plan, which is always available to me (HSCS 2.17).

2. The provider should ensure that staff cover is arranged in such a way that all staff members are adequately rested and able to respond appropriately to young peoples' needs.

This is to ensure care and support is consistent with the Health and Social Care Standards, which states that I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm (HSCS 3.21).

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
28 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
1 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
27 Mar 2015	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
14 Jan 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
14 Feb 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
4 Feb 2013	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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