

# Inspection report

## Donaldson's School Care Accommodation Service

Preston Road  
Linlithgow EH49 6HZ

**Inspected by:** Marilyn Simpson  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 18 March 2009

**Service Number**

CS2007159261

**Service name**

Donaldson's

**Service address**Preston Road  
Linlithgow EH49 6HZ**Provider Number**

SP2003002649

**Provider Name**

Donaldson's Trust

**Inspected By**Marilyn Simpson  
Care Commission Officer**Inspection Type**

Unannounced

**Inspection Completed**

18 March 2009

**Period since last inspection**

5 months

**Local Office Address**South East Region  
Stuart House  
Eskmills  
Musselburgh  
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## **Introduction**

Donaldson's was registered with the Care Commission on 20 December 2007 following the move from their previous location in Edinburgh. The new purpose built premises are on a rural site situated on the outskirts of the town of Linlithgow. The school care accommodation service provides care and support for children/young people who are deaf and in some cases have other associated complex difficulties. The service is registered to care for a maximum of 24 children/young people of school age with an additional 5 emergency places. The residence operates 24 hours Monday - Friday during term time only.

The aims of the service are to:

Provide a happy, friendly, caring environment, where children feel safe, secure and valued  
Provide our pupils with the best possible access to the whole curriculum  
Provide an equal opportunity for all  
Provide an atmosphere that promotes learning and praises achievement, allowing children build up their confidence and self esteem  
Work for the inclusion of pupils across Scotland and the North of England in all aspects of daily living

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Staffing - 4 - Good

Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission prior to the announced inspection visit on 28 and 29 October 2008.

Views of service users

Some views of the young people were obtained on the day of the inspection visit.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon

requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

## LOW

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

This unannounced inspection visit on 18 March 2009 was to monitor progress made following the inspection visit on 28 October and 29 October 2008. This inspection report should therefore be read in conjunction with the previous inspection report.

Staff at inspection

Discussion took place with the following staff:

Deputy head of Residential Child Care  
Two Residential Care Workers

Evidence

Views of young people - Talking mats  
Collated information from self assessment exercise  
Physical Intervention records  
Minutes of resident forum meetings  
Amended parent/carer questionnaires  
Stakeholders questionnaires  
Training plans  
Minutes of staff meetings

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09  
Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:  
<http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

## **Action taken on requirements since last Inspection**

There were no requirements made in the last inspection report. The service submitted a completed action plan detailing how they proposed to meet the three recommendations

made in the last inspection report. Progress in relation to these recommendations is included in this report.

### **Comments on Self Assessment**

The comprehensively completed self-assessment was submitted prior to the last inspection visit and was included in the previous inspection report.

### **View of Service Users**

On the day of the inspection visit most of the young people were in the process of attending activities. However some chatted/signaled to the Officers and responded very positively about the environment and food. Some of the young people were very proud to show the Officers their purchases of plants and ornaments that they had bought, on a recent outing, to make the residences more "homely". Comments included:

"I like to play football".

"Staff are great they help us".

The Officers observed a very relaxed relationship between staff and young people. Staff were observed joining in fun with them but instilling fair and consistent boundaries. Those young people who required support with personal care needs were sensitively assisted by staff.

### **View of Carers**

There were no views of carers obtained at this inspection visit.

## **Quality Theme 1: Quality of Care and Support**

**Overall CCO Theme Grading: 0 - Not Assessed**

**Statement 3: We ensure that service user's health and wellbeing needs are met.**

### **Service Strengths**

Not all aspects of this Quality Statement had been inspected at this visit.

In the previous inspection report it was recommended that more rigorous attention is given, following physical intervention, to recording the views of the children/young people when they had been de-briefed. It was found at this inspection visit that the service had made very good progress in meeting this recommendation. Staff had recently developed a new form that recorded the young person's views following instances of physical intervention. In addition this issue had been included as a target in the service's improvement plan. From examination of children/young people's files and the service's recording system, it was clear that there continued to be a robust system in place for recording physical interventions. Staff reported that there continued to be a decrease in the number of physical interventions carried out.

As previously reported on, the Officers observed that staff continued to interact with the young people in a very respectful and caring manner and the young people were confident in their response to staff. Staff were very skilled at responding to the children/young people's differing moods and were observed to offer them appropriate praise, encouragement and consistent boundary setting.

As previously noted, the service had in place robust systems for ensuring the protection of children in their care that contained all the key information required by the National Care Standards and took account of the Edinburgh and Lothian's Child Protection Committee Child Protection Procedures. This policy and procedure was known to staff and child protection training was on offer on an annual basis. There was evidence that young people were informed in a variety of ways in which to keep safe. For example external agencies such "Childline" and "Who Cares" were promoted through comprehensive notice boards throughout the residences. Staff were very skilled at identifying behaviour triggers and introducing alternative methods to calm the children/young people. Staff worked very closely with education staff in promoting consistent management of challenging behaviour in conjunction with detailed care plans.

### **Areas for Development**

The service should continue with the newly implemented practice of recording children's views and should continue with the very good practice in relation to this Quality Statement.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

## Number of Recommendations

0

**Quality Theme 2: Quality of Environment**

**Overall CCO Theme Grading: 0 - Not Assessed**

### **Quality Theme 3: Quality of Staffing**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.**

#### **Service Strengths**

Not all aspects of this Quality Statement were inspected at this visit.

In the previous inspection report it was suggested that the service should continue to involve parents/carers and the young people in the assessment of staffing. The service had made significant progress in involving young people and parents/carers in the quality of staffing in the service. For example the parent/carer questionnaire had been reviewed in line with the Care Commission's Quality Statements and included views of parents/carers in relation to staffing. In addition through very innovative methods, such as talking mats and photographs, staff had obtained additional information from the young people that would influence the quality of staffing. The service had recently developed a questionnaire for stakeholders that included views on staffing, input of stakeholders and communication.

#### **Areas for Development**

The service should continue with the recently developed questionnaires that would take account of the views of the young people, their parents/carers and stakeholders in assessing and improving the quality of staffing. In addition consideration could be made to include in the service's participation strategy the involvement of parents/carers, on the board, in the recruitment and selection of staff.

#### **CCO Grading**

5 - Very Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

**Statement 2: We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.**

#### **Service Strengths**

No all aspects of this Quality Statement were inspected at this visit.

At the inspection visit it was evident that there had been no staff recruited since the last inspection visit. There continued to be robust systems in place for the recruitment and selection of staff. In addition the staffing rotas evidenced that there continued to be an effective mix of skilled and qualified staff on duty at all times.

There was evidence that since the last inspection visit there had been a more proactive approach to staff training and the training plans had been adapted to include staff's individual training goals.

### **Areas for Development**

The recommendation made in the last inspection report remains ongoing.

Although there was some evidence that prospective candidate's qualifications were checked at interview, there was no record of this in staff files. (see Recommendation 1)

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

1

## **Quality Theme 4: Quality of Management and Leadership**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.**

### **Service Strengths**

Not all aspects of this Quality Theme were inspected at this visit.

In addition to the significant progress reported on in 3:1 the service continued to obtain the views of the young people through the resident's forum, newsletters, daily discussions and the innovative talking mat system. There was evidence that the views of the young people following the recent evaluation exercise were being acted upon.

### **Areas for Development**

The service should continue with this recently developed practice to inform and influence improvements within the residence.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.**

### **Service Strengths**

Not all aspects of this Quality Statement were inspected at this visit.

It was evidenced at this inspection visit that the service had made very good progress in addressing the recommendation made in the last inspection report in relation to recording the actions taken in response to feedback from young people, parents/carers and stakeholders. For example, the recently developed photographs which had been taken of each young person's talking mat in order to update the young person on the progress of their suggestions. Minutes of the resident's forum evidenced progress on their suggestions.

The comprehensive quality assurance system continued to be updated and included input from staff, young people, parents/carers and more recently stakeholders. In addition further sources of evidence such as monitoring processes and procedures, observation of practice, staff supervision and review, and records continued to influence the assessment process. Subsequently this information was incorporated in the service's improvement plan.

## **Areas for Development**

The service should continue to develop recording the actions taken in response to suggestions for young people, parents/carers and stakeholders and embed this into the established quality assurance systems.

## **CCO Grading**

4 - Good

## **Number of Requirements**

0

## **Number of Recommendations**

0

**Regulations / Principles**

**National Care Standards**

**Enforcement**

There has been no enforcement action against this service since the last inspection.

**Other Information**

The service had made very good progress in meeting the recommendation made in the last inspection report regarding the young people being de-briefed following incidences of physical intervention. It was found at this inspection visit that staff had developed a new format to record such incidences and had included this aspect as a target in the service's improvement plan.

**Requirements**

There were no requirements made in this inspection report.

**Recommendations**

1. It is recommended that when recruiting new staff, the service should adopt a more robust system for recording that a prospective candidate's qualifications have been checked.  
National Care Standards - School Care Accommodation Services: Standard 7:7:  
Management and Staffing.

**Marilyn Simpson**

**Care Commission Officer**