

PERTH AND KINROSS COUNCIL

Lifelong Learning Executive Sub-Committee – 5 December 2012

CARE INSPECTORATE INSPECTIONS OF SUPPORT AND RESIDENTIAL CARE SERVICES FOR CHILDREN AND YOUNG PEOPLE**Report by Executive Director (Education and Children's Services)****ABSTRACT**

This report sets out the key findings and areas for improvement following the inspection of Woodlea Cottage by the Care Inspectorate completed in March 2012.

1 RECOMMENDATION

It is recommended that the Committee scrutinises and comments upon the care service inspection report for Woodlea Cottage (Appendix 1).

2 BACKGROUND

2.1 The Care Inspectorate (also known as Social Care and Social Work Improvement Scotland - SCSWIS) was created by the [Public Services Reform \(Scotland\) Act 2010](#). The Act sets out general principles, in accordance with which the Care Inspectorate must exercise its functions. These are:

- The safety and wellbeing of all persons who use, or are eligible to use, any social service are to be protected and enhanced;
- The independence of those persons are to be promoted;
- Diversity in the provision of social services is to be promoted with a view to those persons being afforded choice;
- Good practice in the provision of social services is to be identified, promulgated and promoted.

2.2 The Act places the Care Inspectorate under a number of duties, including duties to: make arrangements which will secure continuous improvement in user focus and which demonstrate that improvement; and to co-operate with other specified scrutiny bodies.

2.3 Since April 2008 regulated care services in Scotland have been inspected using a framework of quality themes and quality statements. Services have been given grades based on the findings at each inspection. Inspection findings were published in reports and the reports and grades were made public on the Care Commission website. All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

2.4 Services are checked against the [National Care Standards](#) and most typically against some or all, of the following quality themes:

- Quality of Care and Support;
- Quality of Environment or Information;

- Quality of Staffing; and
 - Quality of Management and Leadership.
- 2.5 Quality themes and quality statements are informed by the [National Care Standards](#), but do not replace them. Quality themes and quality statements are simply ways of grouping the standards and judging how a service is performing against them. Each quality theme is therefore a heading for an area of performance which is inspected and graded. Grades of 1-6 will be awarded: 1 = unsatisfactory, 2 = weak, 3 = adequate, 4 = good, 5 = very good and 6 = excellent. Different standards are marked within each grade with the lower score being the one which is taken as the overall score for that theme.
- 2.6 Inspectors will consider evidence from various sources when judging a service's performance since it was last graded, such as:
- Upheld complaints – and whether identified issues have been resolved;
 - Incidents - and how your service has dealt with them;
 - Feedback from people who use the service and carers;
 - Evidence that previous action plans have been implemented; and
 - Information in your annual return.
- 2.7 The most significant changes between Care Commission and Care Inspectorate inspections are:
- The use of unannounced inspections. The Care Inspectorate will conduct unannounced inspections for all regulated services as the main inspection method unless there are practical reasons why it needs to announce a particular inspection;
 - A greater maximum period between inspections for better performing and lower risk services;
 - Changes to the letters notifying providers to complete their self assessments; and
 - A greater focus on poorly performing and riskier services.

3 RECENTLY PUBLISHED REPORTS

- 3.1 Woodlea Cottage opened in June 2010. The service provides children and young people with complex, multiple and enduring needs planned residential respite care at weekends and planned programmes of living away from home to assist them gain independence skills and experiences.
- 3.2 An inspection of Woodlea Cottage was completed in February 2012. The inspection found both the quality of care and support and the quality of staffing very good. The findings of this inspection were reported to Lifelong Learning Sub Committee on 5 September 2012 (Report 12/374) together with an update on progress made towards implementing the six recommendations made.
- 3.3 The Care Inspectorate undertook a further inspection of Woodlea Cottage in March 2012. The unannounced, low intensity inspection focused on how the

service had progressed the recommendations made following the comprehensive inspection completed in February 2012.

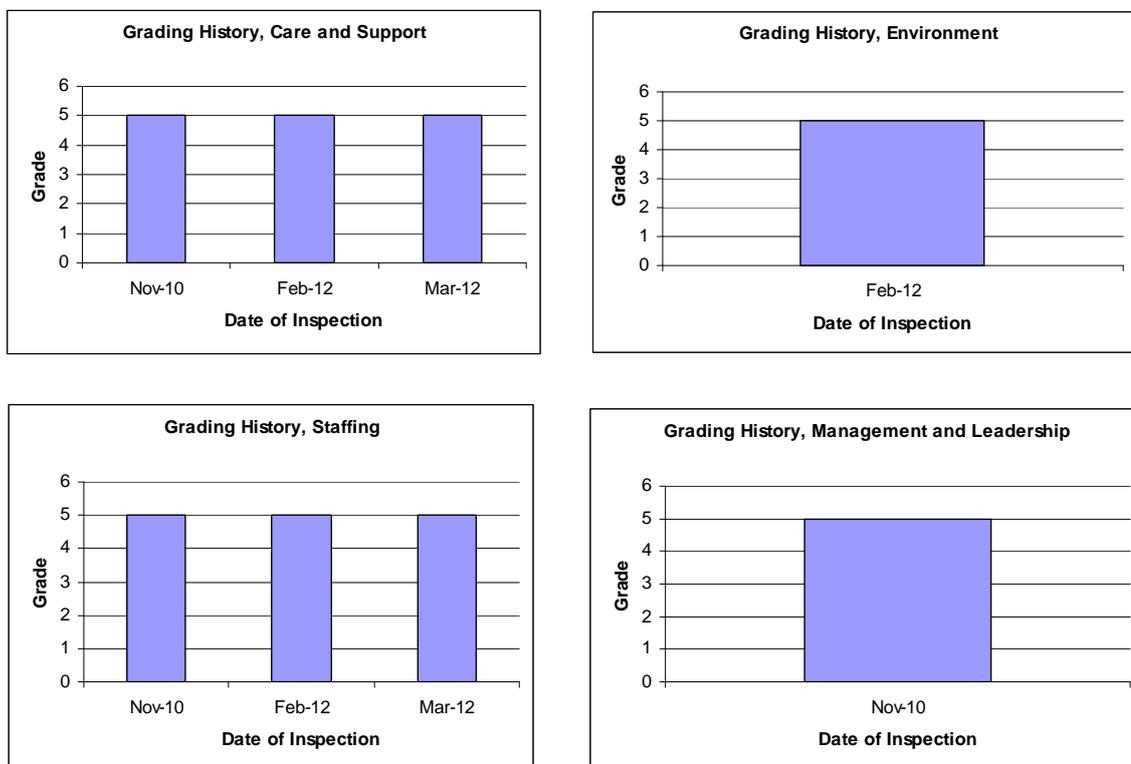
3.4 The Care Inspectorate found that:

- the service continues to work very hard to maintain and improve upon the quality of service it provided to children and young people;
- the ongoing amalgamation of the two care staff components of the service continues; and
- the service continues to provide a high quality service to young people and their parents/carers.

3.5 In line with the progress reported to Lifelong Learning Executive Sub Committee on 5 September 2012, the report found that, in the very short time since the previous inspection, considerable progress had been made or was being made.

3.6 The March 2012 inspection again found both the quality of care and support and the quality of staffing very good. Woodlea Cottage was first inspected in November 2010 and Figure 1 below shows the inspection and grading history since then.

Figure 1: Grading History, Woodlea Cottage



3.7 A copy of the inspection report is attached at Appendix 1.

3.8 The report includes some minor recommendations which have or are being addressed.

4 CONSULTATION

The Head of Democratic Services, the Head of Legal Services and the Chief Social Work Officer have been consulted in the preparation of this report.

5 RESOURCE IMPLICATIONS

The resource implications arising from recommendation four will be met within existing resources.

6 COUNCIL CORPORATE PLAN OBJECTIVES 2009-2012

6.1 The Council's Corporate Plan 2009-2012 lays out five Objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. They are as follows:-

- (i) A Safe, Secure and Welcoming Environment
- (ii) Healthy, Caring Communities
- (iii) A Prosperous, Sustainable and Inclusive Economy
- (iv) Educated, Responsible and Informed Citizens
- (v) Confident, Active and Inclusive Communities

This report relates to (i) A Safe, Secure and Welcoming Environment.

6.2 The report also links to the Education & Children's Services Policy Framework in respect of the following key policy area:

- Integrated Working

7 EQUALITIES IMPACT ASSESSMENT (EqIA)

An equality impact assessment needs to be carried out for functions, policies, procedures or strategies in relation to race, gender and disability and other relevant protected characteristics. This supports the Council's legal requirement to comply with the duty to assess and consult on relevant new and existing policies.

The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment process (Eq1A) with the following outcome: assessed as **not relevant** for the purposes of Eq1A.

8 STRATEGIC ENVIRONMENTAL ASSESSMENT

Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all qualifying plans, programmes and strategies, including policies (PPS).

The matters presented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

9 CONCLUSION

This report sets out a clear agenda for continuous improvement in the standards and quality of residential care services provided in Perth and Kinross.

JOHN FYFFE
Executive Director (Education and Children's Services)

Note: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

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Date: 19 November 2012

Appendices:

Appendix 1: Care Inspectorate Inspection Report – Woodlea Cottage

If you or someone you know would like a copy of this document in another language or format, (on occasion only, a summary of the document will be provided in translation), this can be arranged by contacting *The Communications Manager*
E-mail: ecsgeneralenquiries@pkc.gov.uk



Council Text Phone Number 01738 442573

Care service inspection report

Woodlea Cottage

Care Home Service Children and Young People

Woodlea Cottage
Muirend Road
Burghmuir
Perth
PH1 1JU

Inspected by: Duncan Craig

Type of inspection: Unannounced

Inspection completed on: 14 March 2012



HAPPY TO TRANSLATE

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Service provided by:

Perth & Kinross Council

Service provider number:

SP2003003370

Care service number:

CS2009236865

Contact details for the inspector who inspected this service:

Duncan Craig

Telephone 01382 207200

Email enquiries@scswis.com

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment		N/A
Quality of Staffing	5	Very Good
Quality of Management and Leadership		N/A

What the service does well

This unannounced inspection focused on how the service had progressed the recommendations made following the comprehensive inspection of 14 March 2012. This report should therefore be read in conjunction with the report of that inspection. We found that Woodlea Cottage provided a very good respite service to young people and their parents/carers. Support was geared to individual needs, and wishes, and was designed to promote as independent and as full a life style as possible. We found that support planning and communication arrangements were very good. We saw that the service operated to a strong ethos of person centred work. Respect, promotion of dignity and choice underpinned practice. The service was very well managed and staffed. We found a very hard working and very committed management and staff team.

What the service could do better

The service should continue to progress the Action Plan formed following the inspection of 14 March 2012 and the recommendations from this inspection. Most importantly, the move toward an integrated staff team. Woodlea Cottage should continue to develop the service offered to young people and their parents/carers.

What the service has done since the last inspection

We found that the service had continued to work very hard to maintain and improve upon the quality of service it provided to children and young people.

We saw that the ongoing amalgamation of the two care staff components of the service continued. This remains, a complex and challenging experience for all involved. However, we found that the Management and Staff team have maintained their motivation and dedication. They continue to provide a high quality service to young people and their parents/carers and remain committed to their "new" service.

The service had been nominated for the Perth and Kinross "Securing the Future" Awards and, at inspection, had been informed that it had reached the finals.

The service provided us with a detailed Action Plan in response to the recommendations we made at the last inspection. We found that, in the very short time since that inspection, 14 March 2012, considerable progress had been made or was being made.

Please see the "What the service has done to meet any recommendations we made at our last inspection" section of this report for details.

Conclusion

This report should be read in conjunction with the report of the last inspection of 14 March 2012.

The service provided us with a detailed Action Plan in response to the recommendations we made at the last inspection. We found that, in the very short time since that inspection, considerable progress had been made or was being made. We found that Woodlea Cottage provided a very good respite service to young people and their parents/carers. The service was held in very high regard by young people and their parents/carers.

Support was geared to individual needs, and wishes, and was designed to promote as independent and as full a life style as possible.

We found that support planning and communication arrangements were very good.

We saw that the service operated to a strong ethos of person centred work.

Respect, promotion of dignity and choice underpinned practice.

Relationships between young people and staff were very good.

The service was very well managed and staffed.

We found a very hard working and very committed management and staff team.

Who did this inspection

Duncan Craig

1 About the service we inspected

Woodlea Cottage was registered with the Care Inspectorate on 1 April 2011, having been registered with the previous regulatory body since July 2010.

The service provides two types of interrelated service:

1. Planned residential respite care to young people at weekends
2. Planned programmes of living away from home to assist young people gain independence skills and experience. This is in partnership with a local school.

Woodlea Cottage is purpose built and situated within a quiet residential area of Perth. The location affords good access to transport and local amenities.

The service has access to a mini-bus.

The focal point of the Cottage is a large, bright, well equipped centrally located living area.

There are seven bedrooms, two adjacent to well equipped bathrooms with overhead tracking and five of which are adjacent to well equipped shower rooms.

There is a domestic style kitchen, a dining area, staff office, laundry and medical room.

All areas are well equipped, well decorated and furnished.

The grounds offer a safe, fenced outdoor play area within a landscaped garden that includes a patio, soft play area and a trampoline.

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - N/A

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - N/A

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This unannounced inspection focused on how the service had progressed the recommendations made following the comprehensive inspection of 14 March 2012. The inspection was carried out by Inspector Duncan Craig of the Care Inspectorate. We spoke with young people at inspection, one of whom we knew from the previous inspection, and enjoyed tea in their company.

We spoke with two Senior Practitioners and three members of the staff team at inspection.

We spoke at length with the Manager.

We looked at a small sample of records, policies and procedures

We observed young people's interaction with Staff, and Staff practice, throughout the inspection.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we

will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

What the service has done to meet any recommendations we made at our last inspection

Six recommendations were made following the comprehensive inspection of 14 March 2012.

Recommendation 1.

To enhance existing very good participation arrangements, the service should consider adopting a service specific "Participation Statement" and developing a regular Newsletter or Update Bulletin for young people, parents/carers and other interested parties.

NCS 8 Care Homes for Children and Young People - Exercising Your Rights.

NCS 9 Care Homes for Children and Young People - Making Choices.

NCS 18 Care Homes for Children and Young People - Concerns, Comments and Complaints.

Outcomes:

We were given a copy of the services draft "Participation Strategy". It was evident that considerable work had gone in to producing this and plans were in place to finalise.

The Senior Practitioner had led this work in consultation with the staff team. The Manager informed us that the Strategy was to be included within the service's Functions and Objectives and given to parents/carers prior to their child/young person receiving placement. We discussed with the Manager her plans to disseminate the strategy to other stakeholders.

Additionally, it was intended that the "Contributing to your Care" section of the child/young person Handbook would be replaced with a section entitled "Child/Young Person's and Families Participation Statement".

We also saw a draft "Newsletter" that contained information relevant to parents/carers. This draft was at the staff consultation stage and we saw the suggestions that had been made by a staff member.

The Manager confirmed that, as stated in the service's Action Plan, both aspects of this recommendation were on target to be met by June 2012.

The very short timescale since inspection was acknowledged as a major contributory factor in not fully meeting this recommendation.

This recommendation remains ongoing.

Recommendation 2.

The service should ensure that parents/carers are aware of the Local Authority and The Care Inspectorate Complaints procedures.

NCS 18 Care Homes for Children and Young People - Concerns, Comments and Complaints.

Outcomes:

The Manager confirmed that, as stated in the service's Action Plan, she intended to inform parents/carers of the Local Authority and the Care Inspectorate complaints procedure, through the planned termly Newsletter, inclusion in the planned Participation Statement and, as seen at inspection, by placing a poster in front hall. The very short timescale since inspection was acknowledged as a major contributory factor in not fully meeting this recommendation. This recommendation remains ongoing.

Recommendation 3.

As discussed at inspection, the Manager should revisit some parents/carer concerns regarding arrival and departure times at week ends and the make up of young people groups.
NCS 4 Care Homes for Children and Young People – Support Arrangements.

Outcomes:

The Manager confirmed that, as stated in the service's Action Plan, she had spoken to some parent/carers about their concerns and explained the practical and logistical inhibitors to fully meeting their wishes. We saw evidence that considerable work went in to ensuring groups of young people were as compatible as possible. However, due to other important considerations, it was not always possible to "guarantee 100% group compatibility".
The Manager remained sympathetic to the parent/carer views and was committed to further exploring potential solutions as the service developed. She intended to use the forthcoming Newsletter to keep parent/carers up to date with developments in this, and in all other, areas.
This recommendation has been broadly met. However, the issue of arrival and departure times should remain on the agenda.

Recommendation 4.

The provider should explore alternative catering arrangements that would better, and more cost effectively, meet the needs of young people using the service. This should include the involvement of young people in menu planning and the provision of choice.
Young people, their parents/carers, Management and Staff should be consulted as a key part of this exploration.
NCS 10 Care Homes for Children and Young People – Eating Well.

Outcomes:

The Manager confirmed that, as stated in the service's Action Plan, she had met with the Perth and Kinross Catering Manager to discuss this recommendation. We saw that a further meeting had been arranged.
The very short timescale since inspection was acknowledged as a major contributory factor in not fully meeting this recommendation.

This recommendation remains ongoing.

Recommendation 5.

Consideration should be given to involving young people and parents/carers in staff recruitment, training and development.

NCS 7 Care Homes for Children and Young People - Management and Staffing.

NCS 18 Care Homes for Children and Young People - Concerns, Comments and Complaints.

Outcomes:

The Manager confirmed that, as stated in the service's Action Plan, a strategy was in place that included:

Inviting job candidates for Pre- interview visit to Woodlea and involve young people in showing the

candidates around. This would allow young people to express their views as to the candidates skills and abilities.

The Manager and Staff to speak with young people to gauge their views about being on an interview panel and to discuss with their parents/carers.

The issuing of Questionnaires for young people, their parents/carers and other interested parties on what skills and abilities should a member of staff have.

Although initial discussion had taken place, no plans had yet been formulated regarding young people and their parents/carers involvement in training and development.

The very short timescale since inspection was acknowledged as a major contributory factor in not fully meeting this recommendation.

This recommendation remains ongoing.

Recommendation 6.

The service should continue the constructive transition to a fully integrated and unified staff team.

"Whole Team" meetings should be held more often and provide the main vehicle for this transition.

Opportunities for the two staff groups to work alongside each other should be identified and created.

The identifying and agreeing of specific, realistic and achievable short term goals for the service, would further encourage whole team cohesion.

NCS 7 Care Homes for Children and Young People - Management and Staffing.

Outcomes:

We saw that considerable work had gone in to planning for meeting this recommendation.

We saw plans for, and the Manager described to us, arrangements for five "Whole Team Training Days" over the next year that would incorporate a Staff Meeting component.

Plans were also in place for six "Whole Team Planning and Evaluation Days" that would also incorporate a Staff Meeting component. These events would include "the identifying and agreeing of specific, realistic and achievable short term goals for the service". We also saw a consultative e-mail that had been sent to the Staff Team seeking their views on agenda, timing, frequency and duration of a regular whole team meeting

Opportunities for the two staff groups to work alongside each other had been established (Friday evenings) and other opportunities were being sought.

The Manager told us of ongoing discussion with Senior Managers regarding the future of the service, including exploration of the viability of moving toward a seven day - 52 week provision. To be clear, it should be noted that these viability discussions were at a very early stage and, although prepared to explore the issue, no commitment from Perth and Kinross had been given.

The very short timescale since inspection was acknowledged as a major contributory factor in not fully meeting this recommendation. However, we also acknowledged the considerable thought and work that had gone in to formulating the proposed action. This recommendation remains ongoing.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service provided us with a thoroughly completed Self Assessment that identified areas of good practice and some areas for improvement.

Taking the views of people using the care service into account

The young people we engaged with, one of whom we knew from the previous inspection, were relaxed and confident in sharing their views.

We saw that their relationships with staff and managers remained very positive.

We saw some examples of very good practice regarding helping a young person "settle in" during his first visit.

We also saw that young people were encouraged and facilitated regarding choices relating to food and activities.

Please see the "Views of People using the Service" Section of the inspection report of 14 March 2012. This records the views of a number of young people, including ten who completed and returned Care Inspectorate "Care Standard Questionnaires".

Taking carers' views into account

We were not able to speak with parents/carers at this inspection.

Please see the "Views of Carers" Section of the inspection report of 16 January 2012.

This records the views of one parent we spoke with, ten completed and returned Care Inspectorate "Care Standard Questionnaires" and the views of four external professionals.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

This unannounced inspection focused on how the service had progressed the recommendations made following the comprehensive inspection of 14 March 2012. This report should therefore be read in conjunction with the report of that inspection. The grade achieved for this statement at the last inspection was 5 - Very Good. Elements of the evidence noted in the service's self assessment and Action Plan were re-examined to assess the service's performance since the last inspection. The service had maintained a very good level of involvement of young people and their parents/carers in determining their care needs and how these would be met. The grade remains as 5 - Very Good. Please see the "What the service has done to meet any recommendations we made at our last inspection" section of this report for details.

Areas for improvement

The service should continue to progress the Action Plan formed following the inspection of 14 March 2012 and the recommendations from this inspection. Woodlea Cottage should continue to develop the service offered to young people and their parents/carers.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 3

Recommendations

1. The service should finalise the Participation Strategy and the Participation Statement and circulate and promote as detailed within the Action Plan. The service should progress the publication of its Newsletter.

NCS 8 Care Homes for Children and Young People - Exercising Your Rights.NCS 9 Care Homes for Children and Young People - Making Choices.NCS 18 Care Homes for Children and Young People - Concerns, Comments and Complaints.

2. The service, through implementation of its Action Plan, should ensure that parents/carers are aware of the Local Authority and The Care Inspectorate Complaints procedures.
NCS 18 Care Homes for Children and Young People - Concerns, Comments and Complaints.
3. The Manager should continue to explore potential solutions to parent/carer concerns regarding:
 - A) group cohesion
 - B) arrival and departure times.NCS 4 Care Homes for Children and Young People - Support Arrangements.

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service strengths

This unannounced inspection focused on how the service had progressed the recommendations made following the comprehensive inspection of 14 March 2012. This report should therefore be read in conjunction with the report of that inspection. The grade achieved for this statement at the last inspection was 5 - Very Good. Elements of the evidence noted in the service's self assessment and Action Plan were re-examined to assess the service's performance since the last inspection. The service continued to promote health and wellbeing very well.

The grade remains as 5 - Very Good.

Please see the "What the service has done to meet any recommendations we made at our last inspection" section of this report for details.

Areas for improvement

The service should continue to progress the Action Plan formed following the inspection of 14 March 2012 and the recommendations from this inspection. Woodlea Cottage should continue to develop the service offered to young people and their parents/carers.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The provider should explore alternative catering arrangements that would better, and more cost effectively, meet the needs of young people using the service. This

should include the involvement of young people in menu planning and the provision of choice.

Young people, their parents/carers, Management and Staff should be consulted as a key part of this exploration.

NCS 10 Care Homes for Children and Young People - Eating Well.

Quality Theme 2: Quality of Environment - NOT ASSESSED

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

This unannounced inspection focused on how the service had progressed the recommendations made following the comprehensive inspection of 14 March 2012. This report should therefore be read in conjunction with the report of that inspection. The grade achieved for this statement at the last inspection was 5 - Very Good. Elements of the evidence noted in the service's self assessment and Action Plan were re-examined to assess the service's performance since the last inspection. The service had maintained a very good level of involvement of young people and their parents/ carers in assessing and improving staffing arrangements. The grade remains as 5 - Very Good. Please see the "What the service has done to meet any recommendations we made at our last inspection" section of this report for details.

Areas for improvement

The service should continue to progress the Action Plan formed following the inspection of 14 March 2012 and the recommendations from this inspection. Woodlea Cottage should continue to develop the service offered to young people and their parents/carers.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should progress its plans regarding involving young people and parents/carers in staff recruitment, training and development.
NCS 7 Care Homes for Children and Young People - Management and Staffing.NCS 18 Care Homes for Children and Young People - Concerns, Comments and Complaints.

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

This unannounced inspection focused on how the service had progressed the recommendations made following the comprehensive inspection of 14 March 2012. This report should therefore be read in conjunction with the report of that inspection. The grade achieved for this statement at the last inspection was 5 - Very Good. Elements of the evidence noted in the service's self assessment and Action Plan were re-examined to assess the service's performance since the last inspection. The service had maintained very good staffing arrangements and continued to work toward a fully integrated staff team.

The grade remains as 5 - Very Good.

Please see the "What the service has done to meet any recommendations we made at our last inspection" section of this report for details.

Areas for improvement

The service should continue to progress the Action Plan formed following the inspection of 14 March 2012 and the recommendations from this inspection. Woodlea Cottage should continue to develop the service offered to young people and their parents/carers.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should continue the constructive transition to a fully integrated and unified staff team.
"Whole Team" meetings should be held as planned to provide the main vehicle for this transition.
Further opportunities for the two staff groups to work alongside each other should be identified and created.
The identifying and agreeing of specific, realistic and achievable short term goals for the service, would further encourage whole team cohesion.
NCS 7 Care Homes for Children and Young People - Management and Staffing.

Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - Not Assessed	

6 Inspection and grading history

Date	Type	Gradings	
3 Feb 2012	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
11 Nov 2010	Announced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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Translations and alternative formats

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

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