

Care service inspection report

Harmeny School

School Care Accommodation Service

Mansfield Road

Balerno

Edinburgh

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Telephone: 0131 449 3938

Type of inspection: Unannounced

Inspection completed on: 24 March 2015



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Service provided by:

Harmeny Education Trust Ltd

Service provider number:

SP2003002598

Care service number:

CS2003011066

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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	6	Excellent
Quality of Environment	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

What the service does well

Staff at Harmeny know the children in their care very well and are supportive of their individual needs.

We found evidence that the audit systems are embedded into every day practice and resulted in improvement.

Harmeny School is responsive to suggestions for improvement, from children, parents, carers and regulators. They are very open to discussion.

What the service could do better

The service manager should continue to monitor and maintain the excellent quality of care. They should ensure it is rigorous in identifying any areas for improvement and implementing action plans to address these.

What the service has done since the last inspection

We found that the service continued look for ways to make improvements. They were continually looking for ways to engage with children and parents in innovative ways.

The service had taken steps to address of all of the recommendations made at the last inspection.

Conclusion

The service continued to operate to an excellent standard.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Harmeny School provides school care accommodation. Harmeny School is an independent, grant aided school which is owned and managed by Harmeny Education Trust Ltd, a not for profit organisation with charitable status.

The school is situated in extensive grounds in a rural setting on the edge of Edinburgh with good access to local amenities and bus routes. The accommodation is provided in four purpose-built cottages within the grounds and in one wing of the original 19th century house.

The stated aims of the service were contained in the service ethos statement:

"Harmeny strives to become a unique community characterised by a climate of encouragement and support for all, to achieve success.

We seek to create a living and learning environment which promotes personal, social, physical, intellectual and spiritual development.

We encourage high standards within a framework of a structured social organisation which encourages participation and promotes equality of opportunity, fairness and justice.

In recognising our staff as our major resource, we acknowledge our professional accountability to the child, his/her carers and placing agencies for the quality of experiences we provide.

The responsibility to sustain and develop this community is accepted by all regardless of role or status."

These aims are reflected in the provision of 32 places for children of Primary School age up to Secondary Stage Two who have complex social, emotional and behavioural difficulties.

Specialist help is provided to enable children to address and overcome disadvantage.

Harmeny School is a national resource with children in residence from throughout Scotland. It operates throughout the year.

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

Quality of Care and Support - Grade 6 - Excellent

Quality of Environment - Grade 6 - Excellent

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - Grade 6 - Excellent

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.careinspectorate.com or by calling us on 0345 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

We carried out this inspection as a follow up to the previous inspection concluded on 5 November 2014. At this inspection we followed up on the requirements and recommendations made at the last inspection and report on how the service has progressed since then. We did not review all of the evidence we looked at in the previous inspection and this report should be read in conjunction with the report from that inspection.

We wrote this report following an unannounced inspection that took place on 24 March 2015. We gave brief feedback to one of the Cottage Managers and the Head of Education at the time of the inspection

The provider of the service submitted an annual return this year. They also sent us a completed self assessment before the last inspection. We did not ask for another self assessment before this inspection.

At this inspection we gathered evidence from various sources, including:

- * care plans and children's files
- * meeting minutes
- * incident records
- * evidence from the service's most recent self assessment

We spoke with five young people during the inspection.

During the inspection we had discussion with a Cottage Manager, A Team Leader, Three care staff and a visiting child and adolescent psychotherapist.

We took all of the above evidence into consideration when writing this report. We also took into account the Public Services Reform (Scotland) Act 2010 and associated Statutory Instruments, the National Care Standards for School Care Accommodation, and the Scottish Social Services Council (SSSC) Codes of Practice for Social Service Workers and Employers.

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

We have commented on recommendations made at the last inspection within the body of this report.

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 Care Inspectorate received a completed self assessment document from the service provider before the last inspection. We did not ask for an update to the self assessment this inspection.

Taking the views of people using the care service into account

During the inspection we spoke with five of the children who were staying in the cottages. Some of them were very able to identify the changes that Harmeny had made to their lives. They said that the staff were great. They could identify favourite staff but in the main said they liked all the staff. Even those children who were dissatisfied or having a difficult day were keen to give staff cuddles and looked for their approval. The children we spoke to at this inspection were very positive about their experience at Harmeny.

Taking carers' views into account

Carers include parents, guardians, relatives, friends and advocates. They do not include care staff. We did not receive any views from carers at this inspection.

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: 6 - Excellent

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

At the last inspection we said that the service was operating to an excellent standard. At this inspection we found that they continued to achieve an excellent standard in relation to this theme.

At the last inspection we identified that some children felt that they were not listened to as much as they wanted. The school had committed to exploring this and looking to make improvement. At this inspection we saw that they had taken this seriously. They had introduced additional training for staff at induction to consider the attributes that children would be looking for in a carer. They had also engaged the services of a child and adolescent psychotherapist who worked with staff to explore responses to children and how to speak positively with children.

In addition the service continued to use the strategies identified at the last inspection to involve young people. These included:

* A written participation strategy told children and parents/carers how they would consult with them. Consultation is embedded in everything that happens at the school and children and parents know that their views are important.

* An information booklet told children what they could expect from the school and what the school expected from them. The booklet invited children to speak out and told them about the systems they could use to get their views heard.

* A website which keeps parents/carers informed about what is happening at the school and invites comment.

- * Each child had a keyworker who ensured that the views of the children were included in all aspects of care.
- * Feedback forms about meals told the homemakers what children liked and informed menu decisions
- * Meal times at the dining table provided a relaxed place where children and staff had meaningful discussion
- * House meetings offered opportunities to talk about preferences and discuss the things that the children wanted from their time at Harmeny.
- * The children told us that they felt included in making decisions.
- * We saw that staff had built very positive relationships with the children.
- * We saw that disputes and disagreements were managed effectively.
- * We saw that care plans continued to reflect the views of the children and their families.
- * Children had access to advocacy services, both from 'who carers and from local authority children's rights officers.
- * Weekly written reports were sent to placing social workers to keep them up to date with the lives of the children and offer opportunity to comment.
- * Regular informal events, such as sports day and a Christmas show, offered opportunities for people to focus on topics such as working together, communication and breaking down barriers.
- * Parents were encouraged to visit which provided them with an opportunity to see where their child was living and establish relationships with the staff
- * The active Pupil Council presented the views of the children to the board who actively embraced their suggestions.
- * A Parent and Carer Group provided representation from parents to the board and the school.
- * Complaints and suggestions were taken seriously and investigated vigorously and resulted in change to practice or supported reconciliation where necessary.

Areas for improvement

The provider should continue to monitor and maintain the excellent quality of care. They should ensure it is rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

At this inspection we found that the service continued to perform to an excellent standard in meeting young people's health and well being needs

At the last inspection we made three recommendations.

We said that the service should help children to use the school's consultation and discussion systems to identify and address areas of dissatisfaction. As we said in quality statement 1.1 the school had taken steps to address this by improvement to staff induction and training and consultation opportunities with a clinical psychologist.

We said that the service should consult with the LAAC nurse to identify what medication should be kept on an individual use only. At this inspection we found that this had been addressed. The service had consulted with the LAAC Nurse and a procedure for management of non prescribed medication was now in place.

We said that the service should review the practice of children spending time in their bedrooms. We asked that they clearly identify the purpose, process and expected outcomes for individual children. At this inspection we were told by managers, care staff and children that practice had changed and children no longer spent time in their bedrooms as a matter of course.

We concluded that the service had taken our recommendations seriously and taken steps to address them. This indicated to us that the service was committed to improvement.

Evidence to support this included:

- * Care plans evidenced that children's health needs formed a central part of the support for children.
- * Risk assessments and incident reports were up to date, completed correctly and indicated what action needed to be taken.
- * Children were well supported to establish positive relationships, build self esteem and achieve a healthy lifestyle.
- * Staff were knowledgeable about what services were available and were able to direct children to the services they needed at the right time.
- * Staff were caring and supportive to the children they were working with and that they had built good relationships.

- * Staff were sensitive in their approach to children and encouraged them to make positive choices.
- * Staff presented good role models in their own behaviour.
- * Children received consistent messages from staff which helped them to recognise consequences to actions
- * Managers had a very good overview of incidents and used this information to take steps to reduce incidents.

- * Homemakers in each of the cottages produced tasty, healthy meals which were enjoyed by most of the children. Most children ate well and confirmed that the food was of good quality and reflected their tastes. Children who had special diets such as vegetarian were catered for.

- * Children took part in physical activities and many outdoor pursuits. They were involved in local groups such as Boys' Brigade Brownies guides and rugby. This helped them to maintain good health and a sense of enjoyment.

- * Children were encouraged to express themselves through music, drama and art.

- * The staff celebrated children's achievements which promoted self esteem.

- * Education had a prominent focus and the staff worked well over education and care to provide an holistic approach to individual children.

- * Appropriate systems were in place for the administration and recording of medication to ensure that young people received the correct medication when they needed it.

- * Staff worked effectively with children affected by mental health issues and helped to support their emotional well being.

- * Staff were knowledgeable about the actions they should take if there were concerns about child protection.

- * Staff were trained in holding safely should this be necessary.

- * Children were encouraged to treat each other with respect.

- * Children were encouraged to broaden their horizons and helped to research their chosen destinations and plan their activities.

- * Sanctions were fair and appropriate.

Areas for improvement

The provider should continue to monitor and maintain the excellent quality of care. They should ensure it is rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

Statement 1

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

Service strengths

Evidence found in Quality of Care and Support, Statement 1, also applies to this statement. We found that the service used the same processes to consult parents and children about the environment.

Children had personalised their rooms with posters, personal possessions and soft furnishings.

Areas for improvement

Evidence in Quality of Care and Support, Statement 1 also applies to this statement.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

At this inspection we found that the service was continuing to operate to an excellent standard.

At the last inspection we identified that some children felt they could not keep their possessions safe. However we saw at inspection that doors could be locked. We saw that staff had discussed this with the children advised them about how to keep their possessions safe.

The service continued to use the strategies identified at the last inspection to keep young people safe. These included:

- * Staff were vigilant about questioning any visitors to the service
- * Rotas indicated that there were enough staff to care for the children safely
- * We found that the strength of relationships between young people and staff was a major contributor to young people feeling safe.
- * The vast majority of staff were trained in CALM (Crisis and Aggression Limitation and Management) which helped them to recognise and diffuse difficult situations and when absolutely necessary, hold young people safely. Systems were in place to ensure that all staff would be CALM accredited and that reaccreditation takes place when necessary
- * A system to make sure that any necessary repairs and replacements were carried out within reasonable timescales
- * Risk assessments were in place for young people, as well as for the premises and for trips and outings. Risk assessments were detailed and provided a basis to monitor and permit appropriate risk.
- * An on-going plan was in place for redecoration and refurbishment to keep the cottages to a high standard
- * Young people were protected from inappropriate websites when using computers and electronic systems
- * Staff were aware of their role in Fire Safety.

- * Duty Managers had completed First Aid training
- * Each young person had their own bedroom which provided a personal private space
- * Bedrooms could be locked to protect personal possessions
- * The service held contact details for emergency services such as, NHS 24, Police and Fire Service Links with local police liaison officer

Areas for improvement

The service continued to identify areas of improvement and had plans to refurbish bedrooms.

Managers should continue to monitor and maintain the excellent standard of quality shown at this inspection.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 1

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

Service strengths

Evidence found in Quality of Care and Support, Statement 1, also applies to this statement. We found that the service used the same processes to consult parents and children about the quality of staffing.

In discussion some children made very positive statements about staff and how they had worked with them.

Areas for improvement

Evidence in Quality of Care and Support, Statement 1 also applies to this statement.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

At this inspection we found that the service was continuing to operate to an excellent standard.

We found that the evidence found at the last inspection in relation to this quality statement continued to be relevant. This included

- * A consistent staff team carried forward the positive culture of the service.
- * New staff were involved in a thorough induction process and enough staff were available to mentor new staff whilst ensuring that children's needs were still being met.
- * All staff were registered or in the process of registering with the Scottish Social Services Council (SSSC)
- * Staff were aware of SSSC Codes of Practice, the National Care Standards and had access to information which informed their practice.
- * Staff had access to training opportunities such as HNC, SVQ, as well as courses such as CALM training, first aid, sexualised behaviour, trauma training and attachment theory.
- * Managers had participated in training such as the PDA in supervision and mindfulness training.
- * The service had a dedicated learning & development project manager who had an overview of all of the staff training needs.
- * The Harmeny Trust had established an SQA training centre which enhanced the training opportunities for staff employed at Harmeny and offering training resources to other providers of care.
- * Staff received regular formal supervision and all had participated in annual appraisal.
- * We found evidence of regular staff meetings where staff shared information and had professional discussion.

* We saw that staff were motivated and enthusiastic in their work and committed to providing the best possible care to children.

* The Management team continued to have high expectations of the staff and had a good overview of practice within the cottages.

* Managers used staff skills effectively and allocated individual responsibilities appropriately to ensure the smooth running of the service.

* We saw that staff were very caring and respectful towards each other which provided good role models for the children.

* Staff had access to all policies and procedures through the service's intranet system.

Areas for improvement

Managers should continue to monitor and maintain the excellent standard of quality shown at this inspection. They should ensure they continue to identify areas of improvement and implement action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

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

Evidence found in Quality of Care and Support, Statement 1, also applies to this statement. We found that the service used the same processes to consult parents and children about the quality of management and leadership.

Areas for improvement

Evidence in Quality of Care and Support, Statement 1 also applies to this statement.

Grade awarded for this statement: 6 - Excellent

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

At this inspection we found that the service was continuing to operate to an excellent standard.

In Quality Theme 1 Statement 1 we identified a range of ways that the service involved parents/carers and children in passing on their views. Other people who were involved in the service are known as stakeholders. These could include social workers, visiting professionals such as the Children's Rights Officer and staff from CAMHS.

We found that the evidence found at the last inspection in relation to this quality statement continued to be relevant. This included:

- * Quality assurance was embedded into every day practice in this service.
- * We found that the views of other professionals were sought through Care Planning Meetings and after any visits to the service.
- * Senior managers visited the cottages regularly, to observe practice and ensure that they had a good understanding of the individual needs of the children.
- * Staff meetings took place regularly which allowed staff to be consulted and informed about aspects of the service.
- * Staff said that they felt supported by each other and the manager.
- * The staff could access all the necessary policies and procedures and use these to inform practice.
- * Daily quality assurance systems were used to monitor areas such as incident reporting, complaints and sanctions.
- * Records were evaluated on a monthly basis to overview practice and ensure recording systems were being maintained accurately.
- * Systems were used effectively and placed responsibility on staff to ensure that they carried out the duties expected of them.

Areas for improvement

Managers should continue to monitor and maintain the excellent standard of quality shown at this inspection. They should ensure they continue to identify areas of improvement and implement action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Environment - 6 - Excellent	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
Quality of Staffing - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Management and Leadership - 6 - Excellent	
Statement 1	6 - Excellent
Statement 4	6 - Excellent

6 Inspection and grading history

Date	Type	Gradings
5 Nov 2014	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent
25 Mar 2014	Announced (Short Notice)	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent
26 Nov 2013	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent

Inspection report continued

16 Nov 2012	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
9 Mar 2012	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 5 - Very Good Not Assessed
25 May 2011	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 5 - Very Good Not Assessed
26 Jan 2011	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 5 - Very Good Not Assessed
23 Jun 2010	Announced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 5 - Very Good 5 - Very Good
29 Jan 2010	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 5 - Very Good Not Assessed
4 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	Not Assessed Not Assessed 5 - Very Good Not Assessed
5 Nov 2008	Announced	Care and support Environment Staffing Management and Leadership	6 - Excellent 6 - Excellent 5 - Very Good 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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ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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