



Inspection report

Tall Trees

Care Home Service Children and Young People

Hill Road
Ballingry
KY5 8NQ

Inspected by: Morag Skinner
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 18 November 2010

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Service provided by:
Starley Hall Care Services

Service provider number:
SP2007008932

Care service number:
CS2007145372

Contact details for the Care Commission officer who inspected this service:

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

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

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

What the service does well

The young people in this service have benefited from a consistent staff team able to offer a consistent approach to their care and to their behaviours. The excellent communication with the young people, families and professionals and within the staff team allows for everyone's needs to be considered and wherever possible to be met.

What the service could do better

Staff continue to work with young people, their families and other professionals with an aim to continually improve the service. New quality assurance questionnaires are being considered with input from young people, to supplement those currently in use.

What the service has done since the last inspection

The service has made much progress with focussing on the needs of each individual when preparing them for life beyond Tall Trees. Great efforts have been made to increase their skills of independence after suitably assessing the risks involved.

Conclusion

The service is providing a very high level of care and support to the young people taking into account all aspects of their development. One to one work is not limited to being provided by keyworkers but involves all members of the team using their own particular strengths, skills and experience.

Who did this inspection

Lead Care Commission Officer

Morag Skinner

Other Care Commission Officers

N/A

Lay Assessor

N/A

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

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

- 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 Act 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 Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

The service was registered by the Care Commission in 2007.

Tall Trees is part of Starley Care Services and offers a placement to four young people aged 12-18 years in a family setting. The aim of the service is to develop a living environment that can be as close to a family home as possible. The philosophy of care at Tall Trees is based on the belief that each individual can reach their full potential in an atmosphere of unconditional acceptance.

The service is provided within a large bungalow in Ballingry where young people have their own single rooms and there is a large sitting room with dining area, a homely kitchen with free access for the young people and large, spacious grounds.

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

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

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

This report was written following an unannounced inspection which took place on 18 November 2010 from approximately 1.00pm - 3.00pm.

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

The service submitted a self-assessment form as requested by the Care Commission. This contained information on what the service thought they did well, and how they thought some things could be further improved. It also included information on how young people participated in the process.

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

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

This service has received two inspections over the year 10/11. There were no requirements or recommendations highlighted in the last report.

The inspection was carried out by Care Commission Officer Morag Skinner.

During the inspection evidence was gathered from a number of sources including:

- Discussions with the team leader, both residential workers on shift, and both of the young people residing within the service.
- A review of a range of policies, procedures, records and other documentation including the following:

- Supporting evidence from the self assessment
- Both service users' personal care plans
- Risk management
- Minutes of meetings
- Observation of practice
- Observation of the premises and equipment
- Interaction with the young people

All of the above information was taken into account during the inspection process and was reported on.

Details of the Quality Themes to be used in inspecting each type of care service in 2010/11 and supporting inspection guidance can be found at:
<http://www.carecommission.com/>

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland)

Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes

Comments on Self Assessment

The service completed a self assessment as requested by the Care Commission. It contained the service's identified strengths and areas for further improvement.

Taking the views of people using the care service into account

"I like watching TV. I like the music."

"We've got a Wii but I don't like it. I like the playstation."

"Have you been in doing the inspection? Have we passed?"

Comments from young people in the service's own questionnaires included:

"I choose my own belongings and receive pocket money."

"Sometimes I get to make day to day decisions."

Comments from young people who had left the service included:

"I've good and bad memories. The interacting with the young people were the good times. I loved the staff. I still speak to some of them. I'd say it was an alright place. I wouldn't change a thing."

Taking carers' views into account

Views from social workers included:

"The preparation and transition for X went well and I believe X was well supported. communication throughout the preparation phase was good and we had held a LAC Review and Children's Hearing just prior to X's move."

"The actual move was coordinated with X's Leaving Care Team."

"I would highly recommend the Tall Trees staff and accommodation."

"I continue to have nothing but praise in relation to the care that Tall Tree's staff provide for X."

"X is a very complex young person who over the last six months has exhibited very challenging and concerning behaviour. Despite this the staff have continue to be committed to X, involve X in care planning so that X's care package meets his holistic needs."

"X is extremely settled in Tall Tree's and this has enabled x to communicate any concerns he has to both X (team leader) and X (keyworker). Likewise Tall Tree's ensure that all professionals involved are aware of any issues or concerns there is for X and issues are resolved in a timely fashion."

"Tall Trees continue to contact mum regularly and involve in her the planning for X. More recently Tall Tree's have facilitated contact between x and two of his siblings."

"X receives a continued high level of quality care from Tall Trees ensuring that his care and emotional needs are met consistently and reliably."

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

Following discussion with both young people living at Tall Trees, the team leader both residential care workers plus an examination of two care plans and supporting documentation, the service was found to have an excellent performance in relation to this statement.

Tall Trees demonstrated that it had an excellent range of methods in place to seek the views of the young people and their parents/carers as well as social workers and other professionals involved in the lives of the young people.

There was an abundance of evidence of young people's views being sought and this was evidenced in the records of weekly young person's meetings. They had recently identified their need for new menus and recipes being introduced and all were currently seeking to find a suitable scrapbook to start the record.

Young people had asked for a holiday and this was organised in the summer. They then benefited from fun in a caravan. Activities included cycling, swimming, football, water jets and visits to the cinema and a selection of board games were purchased for everyone to enjoy together before bedtime.

Following a suggestion by young people a small write on wipe off board was provided in the sitting room so young people were aware of what activities were available each day and which staff would be on duty.

Stakeholders had been invited to a range of meetings including risk management meetings. A social worker had attended a staff meeting in order to ensure all staff were updated about the individual for whom he was responsible. Police had attended a risk management meeting to help gain greater insight into the work of the service and the needs of the young people. Support had recently been sought from the police to come to talk to the young people in an endeavour to aid their understanding of the need to get along together harmoniously.

Comments from one young person who gave permission to include this excerpt from a letter he wrote to his team leader included:

"The improvements and achievements and the fun I've had like the time you got a shock how clean I could make a car be and the times I have had on my own improving my independence time..... I want to say to you a massive thank you for all the support and care you have put in to me and hopefully when I move on from here I can take my skills and use them in the right way and then if I do have kids then I could teach them the same skills I have been showed by you and your team. Could we please try and fix out for me and X to go to X on the last weekend in November because I really want to see them and let them meet my new keyworker and show her my old house I used to live in, this would be a big help."

As a consequence of this letter a third visit to his previous care home was arranged and was being eagerly awaited by the young person.

The service works hard to acknowledge all the young people's achievements to help build their confidence and self esteem. One recently arrived home from school to find a certificate on the door to welcome him.

"Today is your two year anniversary at Tall Trees. Although there have been ups and downs be proud of what you have achieved."

Comments in the Positive Achievements indicated the level of support provided to young people and the value put on this. The book included this recent entry from a young person:

"To the whole team thank you for all the help, support and care and all the staff that has helped with college..... and my bus pass and everything elses and money."

There were excellent communications systems in place to ensure that social workers were kept up to date by phone, reports, email and where appropriate in person.

Family visits were facilitated by Tall Trees staff with home contacts clearly recorded. Families benefited from staff taking the young people home, to agreed meeting places or being taken to Tall Trees to visit. One young person made his own arrangements for this to happen and was being encouraged to keep staff informed. Staff had gone to considerable effort to ensure that previous cares such as foster carers were equally welcome in order to provide continuity for the young people.

Care plans had been updated regularly and they were seen to be meaningful and pertinent to each young person. Staff had recognised that with only two young people on placement the young people were benefiting from increased one to one time which had lead to their increased engagement in their care plans.

Staff were working hard on helping the young people to find and pursue their own interests. One had tried football and on appearing interested in cooking much effort had gone into setting up an opportunity for him to work in a restaurant. However he had decided not to take part in this. However his interest in cooking was being nurtured and each week he prepared a meal for the household often based on what he had learned in home economics in school. Both young people enjoyed cooking and were learning about menu planning and budgeting in connection with this. As a consequence of such opportunities both were being well prepared for growing up and moving on. This was in each case appropriate to their own age and stage of development.

Areas for Improvement

Staff should maintain the excellent processes they have in place to support service users participate in assessing and improving the quality of care and support and introduce further ideas as they are identified.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 3

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

Service Strengths

Following discussion with both young people living at Tall Trees, the team leader both residential care workers plus an examination of two care plans and supporting documentation, the service was found to have a very good performance in relation to this statement.

The settle in process was well established and young people already in the service were suitably prepared for changes. Due consideration was given to the needs of the young people already in the service when considering the suitability of new admissions. Opportunities for the young people to take part in activities and clubs within the community were actively encouraged. Young people participated in a variety of activities whilst they enjoyed them but their changing needs were reflected in seeking out new opportunities when they were no longer fun.

Very good communication between staff and also between staff and young people. Staff noted that since the recent change in management structure it was now clearer for staff and young people alike to know staff's different roles. It was also highlighted that it had helped with decision making within Tall Trees.

Young people were constantly being encouraged to respect one another and to get along well without conflict, blame or trying to be 'top dog'. There was clear evidence of Resolution meetings having been held to resolve issues and these gave each person a chance to air their views. Consequently young people felt their views were taken into account and that these helped influence the way the service was run.

Staff ensured children were supported with visits to the doctor, dentist, hospital, optician and other appropriate professionals. One young person stated during the inspection:

"In service day at school today."

"I went to the optician and took X to his school."

Each young person was treated according to their individual stage of development. Staff encouraged young people's social and emotional development and assessed their needs through observation and very good communication. This was particularly evident in encouraging skills of independence.

A healthy diet was promoted and young people were involved in the ordering, purchasing, cooking and then eating the food. One young person was beginning to learn to compare prices for the same commodities bought in different shops in order to make good choices and help with his budgeting skills.

Areas for Improvement

The service must ensure that an up to date insurance certificate is on the premises and on display at all times. The service should send a copy to the Care Commission on it's receipt. See recommendation 1 statement 1.3

Staff must maintain the confidentiality of second parties when completing incident forms. See recommendation 2 statement 1.3

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

2

Recommendations

1.

The service must ensure that an up to date insurance certificate is held within the service and is displayed at all times.
Reference National Care Standards for care homes for children and young people Standard 7 Management and staffing

2.

Staff should maintain the confidentiality of second parties when completing incident reports which may be shared with others.
Reference National Care Standards for care homes for children and young people Standard 8 Exercising your rights

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

N/A

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 Commission 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).

Summary of Grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings	
3 May 2010	Announced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	<i>Not Assessed</i>
		Management and Leadership	<i>Not Assessed</i>
31 Dec 2009	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
15 Jun 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
13 Jan 2009	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	4 - Good

		Management and Leadership	5 - Very Good
9 Jul 2008	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هه بايتسد سيم وونابز رگيد روا رولکش رگيد رپ شرازگ تعاشا هي

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Improving care in Scotland