

Hillside School

School Care Accommodation Service

3 Main Street
Aberdour
Burntisland
KY3 0RH

Telephone: 01383 860731

Type of inspection:

Unannounced

Completed on:

24 September 2018

Service provided by:

Hillside School (Aberdour) Ltd

Service provider number:

SP2003001612

Service no:

CS2003007038

About the service

Hillside School is an independent school providing education and residential care for boys experiencing complex social, emotional and behavioural difficulties. Care is provided to a maximum of 35 young people on a 52 week residential basis.

At the time of our visit 23 young people between the age of 10 and 16 years old were placed in the school by local authorities across Scotland and the north of England.

The aims include:

"The school seeks to create, through warm, accepting and consistent relationships, a supportive atmosphere which will be beneficial to our children and young people in helping to alleviate their social, emotional and behavioural difficulties. It provides living and learning experiences and activities which promote the development of individual talents and abilities and which will equip our children and young people with the knowledge and skills required to meet future challenges."

The mission statement is:

"Unleashing potential through care and education".

What people told us

Young people told us:

"I've been here for just over two years, I fish most nights."

"I have my own room, I painted it when I moved in and put posters up."

"The food is good. We have the best cook in the school."

"I get on with most of the staff and I get on well with my key worker."

"I'd speak to the manager if I had any issues."

"I can leave when I'm 16 so I'll go."

"I don't see my care plan very much."

"Our phones are removed as a punishment if we don't behave."

"My room is big and clean and I can put posters up. I wasn't allowed to decorate."

"The food is delicious. There is a set four week menu. Over the weekends we get a choice."

Staff members told us:

"Staff use their individual skills with the boys in different ways."

"Some staff changes have impacted on some young people more than others."

"Time for individuals depends on the day and what's going on. I don't think anywhere has enough staff."

"We have good relationships with the unit manager and we talk as we go along."

"It is impossible to find time for individuals to do individual work, I usually end up having to take out other young people as well."

"We are supportive of each other and work well together."

Stakeholders told us:

"The one young person I moved on from Hillside last year was staying in 'the house' unit and had the same keyworker for all of the time he was staying there (nearly 3 years). She, along with the managers in Hillside ensured everything went smoothly in terms of this young person's rehabilitation home and ultimately his move home, keeping in good contact with him after he left and recognising the need our care experienced young people have in terms of maintaining relationships."

"Relationships between young people are positive."

"There is a supportive and empathetic approach."

"A lot of the boys are protective of others."

"Care provided to young people is excellent and individually tailored to meet specific needs...staff appear to work very hard to... reduce the risks... on a daily basis."

"The young person certainly tests the skill level of staff and they as a team appear to manage this."

"There appears to be excellent communication between education and care staff to manage transitions between both forums."

"Communication directly with the house unit could be improved; all correspondence goes through the School reception which is often busy."

"The staff at Hillside I feel go above and beyond to help the young people in their care, always focus on their needs and see things from the young person's point of view. Care planning is individualised and there is never an issue should a care plan need to change quickly in order to meet the young person's needs."

Self assessment

The service was not asked to submit a self assessment.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

We wrote this report following an unannounced inspection that took place between 17 September 2018 and 24 September 2018.

During our visit we considered a range of information gathered through our discussion with seven young people, five staff members, four unit managers and the manager who was head of care. We also spoke with a psychologist who works with the service, had short conversations with three members of the education staff team and received some views from social workers by email. We sampled some young people's records including care plans, risk assessment and management information, records of restraints and daily records. We also reviewed a range of records and documents kept by the service about care and support and staffing, including child protection and complaints records and staff recruitment and registration checks. We used this information to assess the quality of the service provided and to award grades.

We found that, overall, young people receiving a service were protected from abuse, harm and neglect within the accommodation, within school and within the community in which they were living. Young people had good relationships with the adults caring for them which enabled supportive conversations about choices and decisions, for example in relation to friendships, engaging in social activities or about accessing college.

Records showed that young people's contact with their family members, social workers, and health care staff were well supported and this meant that young people had someone they could talk to outwith their placement. all of this supported children and young people to experience feeling safer and more secure.

There were appropriate arrangements in place for young people to receive ongoing support in relation to accessing health advice, specialist advice and support, and dental or opticians appointments. In addition, staff had regular access to a psychologist who supported staff to be more aware of young people's trauma based behaviour in their practice. This supported young people to be more physically and emotionally healthy and resilient.

Young people were being well supported and encouraged to engage in education and to take part in active and fun hobbies and interests. Young people told us about their interests in fishing, drawing, football, gaming, short breaks away and camps. Some young people had increased opportunity to be listened to and to experience feeling respected, through advocacy services.

The service made good use of management systems to monitor and maintain the quality of work within the service including through audits and regular supervision and appraisal of staff. There was clear focus on continuous improvement and taking into account the views of young people, families and staff which all supported young people's well being.

Records and the feedback we received from social workers showed that the service worked well with other agencies to protect young people and to progress social work plans.

What the service could do better

Although we found that, overall, young people were being well cared for and supported, we also found some areas for improvement which the service agreed needed to be progressed to ensure consistently positive experiences and outcomes for all.

We acknowledged the work which had begun to create an increasingly compassionate and nurturing culture within the service. The service planned to consider further how a positive and rights based approach could be implemented and we highlighted the need to review the deduction of pocket money as a sanction and the practice of removing all mobile phones from all young people at bed time or as a set consequence to particular behaviour.

We found that since our last visit there had been a number of changes to the care staff team. We considered that these changes had impacted on experiences for some young people as, on occasion, there had not been enough staff to meet the needs and fulfil the plans of all young people (see recommendation 1).

We suggested that the service consider improvements in assessing staffing needs in relation to the needs of each individual young person; we highlighted the need for this during times of change or transition, particularly when young people are planning to move on.

We heard that managers had plans to second a staff member to support young people to take part in individual work and to support their key worker in progressing this area of the care plan. We acknowledged with the service that this should offer more opportunity for increased positive experiences and outcomes for more young people.

In the questionnaires we received from staff, all indicated they did not always feel safe at work and some indicated that although they were aware that policies were in place, they told us that some important policies were either partially implemented, not implemented at all or the staff member did not know if they were implemented (see recommendation 2). Policies included:

- Aims and objectives
- Confidentiality
- Recording of accidents and incidents
- Complaints
- Equal opportunities
- Whistle blowing
- Recruitment of carers
- Smoking, alcohol and substance misuse
- Harassment and bullying
- Participation policy

Following consideration of records of restraint, we asked the service to ensure we were receiving notification from them about all incidents of restraint. We will monitor this at our next inspection visit.

To ensure consistent and rights based practice and to improve experiences and outcomes for young people, we encouraged the service to use the new Health and Social Care Standards in their policy review work to raise awareness of what young people can and should expect from the services they use.

In conclusion, we saw that there were important strengths in this service with some areas for improvement. We noted the good plans in place to drive improvement and acknowledged the service was just emerging from a period of transition, where stability in the care staff teams needed to be sustained in order to maximise well being and maintain high quality care and support for all. This has informed the grade of 'good' given for the theme of care and support and for the theme of management and leadership.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure that young people receive high quality care and support that is right for each individual, the service should ensure that it is sufficiently staffed at all times.

This is to ensure that the quality of care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"My needs are met by the right number of people." (HSCS 3.15).

2. To ensure that young people have confidence in the organisation providing care and support, the service should ensure that all staff are aware of and follow the organisation's policies and procedures.

This is to ensure that the quality of staffing is consistent with the Health and Social Care Standards (HSCS) which state that:

"I have confidence in people who support and care for me because they are trained, competent and skilled, are able to reflect on their practice, and follow their professional and organisational codes" (HSCS 3.14), and "I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
15 Sep 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
8 Jun 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
17 Dec 2014	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 6 - Excellent
26 Feb 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
12 Jul 2013	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 5 - Very good
12 Nov 2012	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 5 - Very good
6 Feb 2013	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 5 - Very good
17 Jan 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed

Date	Type	Gradings
		Management and leadership 5 - Very good
7 Jun 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
10 Dec 2010	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
9 Feb 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
11 Sep 2009	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
17 Mar 2009	Unannounced	Care and support Not assessed Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
22 Oct 2008	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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