

The New School Butterstone School Care Accommodation Service

Butterstone
Dunkeld
PH8 0HJ

Telephone: 01350 724216

Type of inspection: Unannounced
Inspection completed on: 6 July 2017

Service provided by:
New School Butterstone

Service provider number:
SP2003002132

Care service number:
CS2003009784

About the service

This service registered with the Care Inspectorate on 1 April 2011.

The New School, Butterstone is an independent residential special school situated close to Dunkeld in Perthshire. The school provides day education and weekly boarding for pupils who are unable to flourish in mainstream schools. It provides care for up to 31 boarders, aged 11-18 years within the main school building and has room for a further 8 senior pupils in the lodge house on campus.

The head of school, who is the current registered manager of the service, three senior residential care workers and the bursar, make up the school's senior management team. A board of governors directs and supports the school, delegating the day to day running of the school to the school's senior management team.

The school is registered to provide a school care accommodation service to a maximum of 39 children at any one time. At the time of the inspection there were 23 pupils in residence.

The school includes in its aims:

"To be a vibrant, inclusive community which enables young people to develop the skills and qualities necessary to live with optimism, confidence and resilience".

What people told us

During this inspection we spoke with five of the young people who were living at the school and we met many more. The young people told us that in the main they liked staying at The New School, though one young person said he did not feel the school was the right place for him. They said they felt they got on well with most of the staff. They identified staff that they were close to and who they could speak to if they were worried. All of the young people told us that they felt well supported and most had developed skills for independence. They said they were encouraged to keep fit and active and that they enjoyed a wide range of activities. We were told "it feels like home" and staff were described as "amazing".

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed their improvement plans and quality assurance systems which identified their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

On 1 March 2017 we made a requirement that the provider must review the content of young peoples' care plans in order to ensure that strategies for assessing and managing risk are presented and communicated in a manner that all care and education staff can easily access, understand and implement. The timescale for implementation of this requirement was 20 March 2017.

In addition we made a recommendation at the last inspection when we said that the manager should review care plans and risk assessments regularly to ensure that they are dated and current.

At this inspection we found that all of the young people had clear and current care plans which were easily accessible to staff. The plans were linked to the SHANARRI indicators identified in the government strategy Getting It Right For Every Child. We saw that the plans were in the main well organised, making it easy for staff to find information, including daily routines and strategies to be used to support young people. We made some suggestions about how some of the plans could be more specific in order to guide new staff who may not know the young person. We also suggested that further work need to be done to ensure a consistent approach to planning across all care plans. **(see Recommendation 1)**

We saw some very good guidance about how incidents should be recorded and the quality of incident recording was very good. The management team had a strong overview of incidents and ensured that risk assessments were updated in response to incidents. We asked the service to be alert to incidents regarding bullying as we felt their may be an under reporting of incidents of bullying.

Underpinning very good practice was the strength in the relationships between staff and young people. During the inspection we saw the use of humour, appropriate touch and sensitivity as a major skill within the staff team. We saw that when there were issues, they were dealt with effectively and plans made to provide opportunities to mend and improve relationships.

In practice we saw staff having encouraging conversations with young people where they sensitively provided advice and direction whilst actively listening to the thoughts, opinions and ideas of the young people.

The food was tasty and well presented. Meal times were positive social occasions which helped young people to recognise the importance of healthy eating and good eating practices. Students were able to influence menus through a food council.

We saw that medication was well managed.

All of this resulted in progress and some very positive outcomes for young people.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Managers should work with staff to ensure a consistent approach to planning across all care plans.

National Care Standards, School Care Accommodation Services: Standard 6 – Support arrangements

Grade: 5 – very good

Quality of environment

Findings from the inspection

The atmosphere in the school was welcoming and relaxed. It was well laid out and provided spaces for young people to meet or spend time on their own if they wish.

The school had made significant progress in upgrading of the bedrooms. This was still a work in progress, however will greatly enhance the experience for all young people when this is completed. Some of the young people now had their own good sized bedroom with ensuite facilities which greatly improved their privacy. Young people were encouraged to personalise their room to their own tastes. Managers and the board of governors were aware that they needed to ensure that all young people had the same standard of accommodation and had plans in place to continue with further upgrade

Young people had access to extensive grounds with pleasant views over the countryside. We saw that young people were involved in outdoor activities such as planting and growing and tending the chickens. Young people also enjoyed going for walks with the staff and were encouraged to appreciate outdoors and fresh air.

The buildings were homely and comfortable. We saw that young people could leave their possessions around whilst still keeping the rooms tidy. Favourite games, books and things made by young people were evident around the houses. All of this helped young people to feel relaxed and encouraged them to feel at home.

Sensible rules about security were in place in order to keep people safe.

Transport was available to enable young people to get out and about and to keep appointments.

Maintenance was of a good standard and repairs were attended to quickly. Often young people helped to carry out repairs, helping them to develop a variety of skills and preparing them for independence.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

We saw staff working very positively with young people and found that the staff we met during the inspection were knowledgeable about the young people's needs and the strategies to use to help them make progress.

We looked at rotas which evidence that enough staff were available to meet the needs of the young people and where appropriate, in line with the commitment from the service to provide a 1:1 ratio of staff to some young people.

A safe recruitment process was in place where all staff were vetted to ensure their appropriateness to work with young people.

All staff who needed to be, were registered with the Scottish Social Services Council (SSSC). Most staff held appropriate qualifications. Plans were in place to help staff achieve qualification in order to meet conditions on their registration with SSSC to attain appropriate qualifications for full registration.

Staff had carried out core training such as, child protection and safe crisis management. In addition a training schedule provided staff with opportunities to attend training such as first aid and manual handling.

Staff received one to one supervision from their line manager. However documents identified that the quality of supervision was variable. Managers and staff were struggling to meet the policy of having one to one supervision once a month. We suggested that setting a more achievable frequency for supervision and sticking to it may improve the quality and the recording of supervision sessions. **(see Recommendation 1)**

Staff had access to a range of appropriate policies and procedures to inform their practice such as whistle blowing and codes of practice.

A regular staff meeting was held that allowed for discussion and planning.

We saw that staff had very positive relationships with the young people.

Staff reported that they felt very well supported and enjoyed working in a school with a positive ethos.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Managers should review the supervision policy to make frequency more achievable and improve the recording and quality of staff supervision sessions.

National Care Standards, School Care Accommodation Services: Standard 7 - Management and staffing

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The school now has a defined management structure with established, positive working relationships. They presented a united approach to providing a supportive culture where young people could learn in a safe, therapeutic community.

We saw that all of the senior management team had very good relationships with the young people and the staff. They led by example and were very good role models for staff.

Whilst we saw some quality assurance systems in place, we felt that there was a need to develop a more structured and systematic approach to quality assurance with clearly defined roles and responsibilities, and details of how aspects of the service will be evaluated and improved. This should include better quality assurance of case files to bring a level of consistency to content and quality. **(see Recommendation 1)**

The staff we spoke with during the inspection told us they felt supported by the management team.

We heard that the school was well supported by the board of governors who visited regularly.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Managers should develop a more structured and systematic approach to quality assurance with clearly defined roles and responsibilities, and details of how aspects of the service will be evaluated and improved.

National Care Standards, School Care Accommodation Services: Standard 7 - Management and staffing

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must review the content of young people's care plans in order to ensure that strategies for assessing and managing risk are presented and communicated in a manner that all care and education staff can

easily access, understand and implement.

This is in order to comply with: SSI 210 (2011) 4 (1)(a) - a regulation that a provider must make proper provision for the health, welfare and safety of service users

This requirement was made on 1 March 2017.

Action taken on previous requirement

At this inspection we found that all of the young people had clear and current care plans which were easily accessible to staff. We saw that the plans were in the main well organised, making it easy for staff to find information, including daily routines and strategies to be used to support young people.

Met - within timescales

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

Previous recommendations

Recommendation 1

We recommend that the manager reviews care plans and risk assessments regularly to ensure that they are dated and identify that they are current.

National Care Standards Care Homes for Children and Young People - Standard 4 - Support arrangements.

This recommendation was made on 10 November 2016.

Action taken on previous recommendation

At this inspection we found that all of the young people had clear and current care plans which were easily accessible to staff.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
27 Sep 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
4 Aug 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
13 Feb 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
5 Aug 2014	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
19 Mar 2014	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 2 - Weak Management and leadership 2 - Weak
1 Aug 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
17 Dec 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
28 Feb 2013	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good
13 Nov 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 2 - Weak
24 Jan 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
30 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
25 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
12 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
25 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good
27 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good Not assessed
23 Oct 2008	Announced	Care and support Environment Staffing	4 - Good 4 - Good 5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good

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