

Redcastle Station

Service name
Redcastle Station

Service address
Redcastle Station

Muir of Ord IV6 7RX

Type of care service
Support Service

Provider name
Nansen Highland

Service number
CS2003008527

Date of inspection
5 July 2005

Type of inspection
Announced

Care Commission Office
Unit 4, 39-41 Harbour Road, Inverness,
IV1 1UF.

Period since last inspection
7 months.

Introduction

Redcastle Station was a support service providing support and training to adults with learning disabilities. The premises were located in a refurbished former railway station and offer accommodation that included offices, training rooms, workshops, kitchen and toilet facilities. There were extensive grounds around the premises including a nature trail, workshops and outbuildings.

The service provider with corporate responsibility for Redcastle Station is Nansen Highland, a registered Scottish Charity.

Basis of Report

This report was based on consideration of the service's compliance with the regulations associated with the Regulation of Care (Scotland) Act 2001, as well as taking account of the National Care Standards for Support Services: -

Standard 1 - Informing and deciding.

Standard 2 - Management and staffing.

Standard 4 - Support arrangements.

Standard 6 - First meetings.

Standard 10 - Feeling safe and secure.

Action taken on requirements in last Inspection Reports**Comment on Self-Evaluation**

Self-evaluation assisted the inspection process.

View of Service Users

Service users spoken to commented positively about the service being provided.

View of Carers

There were no relatives or carers present during the inspection.

Regulations / Principles

National Care Standards

National Care Standard Number 1: Support Services - Informing and Deciding

Strengths

Potential service users had opportunities to access information on the service through the service website, information packs, CD Rom, visiting the service, meeting staff and through a trial period of access to the service.

Information offered was comprehensive and relevant to the service being provided.

Service users had access to the most recent Care Commission report.

Service user's family, carer or representative's need for information would be respected and responded to.

Areas for Development

National Care Standard Number 2: Support Services - Management and Staffing Arrangements

Strengths

The manager was continuously striving to improve the service and he and the staff were enthusiastic and committed about the service they provided.

There were comprehensive policies and procedures in place including staffing and training, health and safety, fire safety, medication, equal opportunities and complaints. Accident reports records were completed appropriately.

Staff had development and appraisal meetings with the manager every 6 months. The staff group had held regular training meetings with the manager. Staff were allocated 4 training days each year

and this was supplemented by in-house training organised by the manager. All staff had been given training on non-violent/crisis intervention techniques and there was refresher training available each year.

The manager and staff had relevant qualifications with all staff expected to be at least progressing with Scottish Vocational Qualification level 2 by January 2006.

The manager was about to start an internal verifier's course for Scottish Vocational Qualifications and the Project Co-ordinator was in progress with an assessor verifier's course for Scottish Vocational Qualifications.

The manager had indicated that all staff and volunteers were selected through safe recruitment practice which included taking up references and criminal records checks.

Areas for Development

The service did not have a whistleblowing policy. To develop a whistleblowing policy (Recommendation no.1).

National Care Standard Number 4: Support Services - Support Arrangements

Strengths

The service was operating a keyworker system and each service user had been involved in planning and agreeing their care plan.

The service users care plans were comprehensive and well presented. The care plans had reflected the hopes, needs and choices of the service users. The plans were reviewed every 6 months or more frequently if the service user or manager requested.

Service users were offered a copy of their care plan.

Areas for Development

National Care Standard Number 6: Support Services - First Meetings

Strengths

Potential service users had opportunities to meet staff and visit the service. If service users had wished, their family, carer or representative would be involved in meetings with staff or visits to the service.

Areas for Development

National Care Standard Number 10: Support Services - Feeling Safe and Secure

Strengths

A sensible balance was offered to service users in everyday events and activities, between the reasonable risks they want to take and the safety and wellbeing of the staff and other people using the service.

Service users were fully involved in their own risk assessment and were offered a copy. Service users were able to discuss risks with staff and received support and guidance on how to use the service safely.

The service had an appropriate policy on bullying, harassment, and any other form of abuse.

Areas for Development

Enforcement

Other Information

Requirements

Recommendations

National Care Standard 2 - To develop a whistleblowing policy (Recommendation no.1).

Lee Gordon

Care Commission Officer