

**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**  
28 June 2006

**Type of inspection**  
Announced (short notice)

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

**Period since last inspection**  
Twelve 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 offered accommodation which included offices, training rooms, kitchen and toilet facilities. There were extensive grounds around the premises including a nature trail, workshop and portacabin.

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

Redcastle Station was registered with the Care Commission on 1st April 2002.

**Basis of Report**

During the inspection the Care Commission Officer (CCO) had talked with the manager, deputy manager, chairperson, two members of staff and two service users.

The CCO had looked at a range of policies, procedures and other relevant documentation including the following:

Staff files

Training records

Accident records

Recruitment

Risk assessments

Fire safety

Personal plans

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 2 - Management and staffing.

Standard 5 - Your environment.

Standard 9 - Supporting communication.

Standard 12 - Expressing your views.

Standard 15 - Eating well.

**Action taken on requirements in last Inspection Reports**

There were no requirements from the last inspection. There was one recommendation from the last inspection and that had been actioned.

**Comment on Self-Evaluation**

Self-evaluation had assisted the inspection process.

**View of Service Users**

Two service users were spoken with during the inspection and they both expressed how much they enjoyed attending the service and the good relationships they had with staff.

**View of Carers**

One relative was spoken with during the inspection and had indicated that he was very happy with the service being provided.

## **Regulations / Principles**

### **National Care Standards**

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

##### **Strengths**

The service had comprehensive policies and procedures in place. The manager had indicated that these were reviewed every two years.

Through discussion with staff they were aware of these policies and procedures and were aware of how to access these should they need to. The induction process for newly appointed staff had taken account of policies and procedures. The manager had developed a comprehensive generic job information pack which was made available to all staff.

A staff development and appraisal scheme was completed for each member of staff on a six monthly basis.

The manager had identified staff who would be progressing with Scottish Vocational Qualification (SVQ) training level two in the near future.

Accident records were recorded appropriately and utilised in reducing possible future risks to service users.

Risk assessments had been carried out for the premises and in service users personal plans.

The service had a policy on the use of restraint and this linked in with staff having yearly in-house refresher training on non-violent crisis intervention.

##### **Areas for Development**

The manager had stated that the service was planning to re-check staff, after a suitable period of time, with Enhanced Disclosure Scotland checks. This was to be commended.

Staff were not able to access fire training as regularly as twice a year. The service needed to ensure that all staff had access to fire training at least twice a year ( Recommendation no.1 ).

There was evidence that, for some staff, prior to employment with the service, the service had not obtained two references. To ensure a robust and safe recruitment procedure the service needed to ensure that at least two satisfactory references were obtained before appointing new staff. Timescale - 3 months from receipt of report ( Requirement no.1 ).

It was also noted that that there was no written record of staff being declared physically and mentally fit for their role within the service. Again, to ensure a robust and safe recruitment procedure the service needed to have a written record of staff being declared physically and mentally fit for their role within the service. Timescale - 3 months from receipt of report ( Requirement no.2 ).

## **National Care Standard Number 5: Support Services - Your Environment**

### **Strengths**

The premises and grounds were not identifiable in a way that would stigmatise service users. The premises had consisted of three separate buildings. The main building, which was utilised for service users training purposes, was a refurbished train station situated in a rural setting. There was a portacabin, mainly utilised by staff but could also be utilised by service users. There was also a separate workshop that service users were able to access for training purposes. There was a grassed area outside which led to a nature trail that could be used by the service users.

The premises and setting had a unique character which was appreciated by staff and service users. Although the premises had not been built for purpose the layout and space provided was suitable for service users and the activities they were participating in. There was disabled access to the main building.

The premises were clean, hygienic and free from offensive smells and intrusive sounds.

Staff were aware of fire procedures.

There was a no smoking policy although service users could go outside to smoke if they wished.

Risk assessments had been carried out on the premises and there was evidence of regular maintenance of fire safety equipment by the Fire protection services. All electrical appliances had been checked by a suitably qualified electrical contractor.

There was appropriate employers liability, public liability and building and contents insurance in place.

Service users had access to secure storage facilities.

### **Areas for Development**

The service was due to replace flooring in the cloakroom and toilet areas of the main building.

## **National Care Standard Number 9: Support Services - Supporting Communication**

### **Strengths**

Service users communication needs were regularly assessed and reviewed and communication support was always available.

There was a portable loop system available for service users with a hearing impairment. Visual aids were also available to service users.

Staff would liase with other services/agencies/people about service users communication needs, to give them advice and information about these, especially when being introduced to a new setting.

Service users had time to prepare for important events and had time to communicate their feelings, views and answers.

### **Areas for Development**

## **National Care Standard Number 12: Support Services - Expressing Your Views**

### **Strengths**

Service users were able to freely discuss any concerns with their key worker or any member of the support service management.

Service users were able to access the services' community meeting every two months.

Service users were supported and represented if there was a conflict with another individual.

### **Areas for Development**

## **National Care Standard Number 15: Support Services - Eating Well where the support service provides meals**

### **Strengths**

Service users had provided their own packed lunch when attending the service. Tea, coffee and cold drinks were available throughout the day.

Service users that were involved with completing the Scottish Qualification Authority (SQA) unit on cooking as part of their training, would be supported by staff with regard to shopping, menu planning and meal preparation. Staff were able to assist service users in preparing meals in the kitchen area of the main building.

Staff were approved by the SQA with regard to competencies as part of the unit on cooking.

### **Areas for Development**

**Enforcement**

N/A

**Other Information**

N/A

**Requirements**

SSI 114 Regulation 9 (1) - To ensure a robust and safe recruitment procedure the service needed to ensure that at least two satisfactory references were obtained before appointing new staff.  
Timescale - 3 months from receipt of report ( Requirement no.1 ).

SSI 114 Regulation 9 (2) (a) - Again, to ensure a robust and safe recruitment procedure the service needed to have a written record of staff being declared physically and mentally fit for their role within the service. Timescale - 3 months from receipt of report ( Requirement no.2 ).

**Recommendations**

National Care Standard 2 - The service needed to ensure that all staff had access to fire training at least twice a year ( Recommendation no.1 ).

**Lee Gordon**

**Care Commission Officer**