

Care service inspection report

Full inspection

Camphill School and Care Home Services Aberdeen Care Home Service

Camphill Rudolf Steiner School
Murtle House
Bielside
Aberdeen

Service provided by: Camphill Rudolf Steiner Schools Limited

Service provider number: SP2003000021

Care service number: CS2009196657

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

We gave the service these grades

Quality of care and support	4	Good
Quality of environment		N/A
Quality of staffing	5	Very Good
Quality of management and leadership		N/A

What the service does well

Camphill provides a wide range of services and support to young people with additional support needs. The care and support is highly individualised and provided in an integrated community set in a beautiful, therapeutic environment. Young people are enabled to achieve their potential through involvement in a wide range of experiences aimed at developing skills and confidence through meaningful activity, education, care and therapy.

What the service could do better

Young people at Camphill are going to develop a DVD and booklet which will provide information for young people moving in. This will be very helpful as the information provided at the moment is aimed at parents and social work staff.

The service are continuing to develop systems to ensure that staff have the best learning opportunities, and that these are linked to an overall plan about how the service develops.

What the service has done since the last inspection

Since the last inspection Camphill have continued to offer opportunities for young people to be involved in a wide range of events, including meetings and presentations to the Lord Provost and the children's and young people's voluntary sector forum. Young people have been a wide variety of trips and outings and celebrated various festivals and events, including fundraising for charity. There has been continued emphasis on Camphill offering a range of needs led services which provide care to children in their early years right through to their mid twenties.

Conclusion

Camphill School and Care Home Services Aberdeen continues to provide a very high standard of care and support to young people in a beautiful and relaxing environment. Young people are supported and encouraged to build the skills and confidence they need to become active participants in their community, and in wider society.

1 About the service we inspected

Camphill School and Care Home Services Aberdeen is registered with the Care Inspectorate to provide a care home service to a maximum of 64 children and young people across 11 houses. The service is set in two locations in a rural environment on the outskirts of Aberdeen.

Camphill School and Care Home Services Aberdeen is an independent charity offering education, care and therapy for children and young people with additional support needs, using a social pedagogical approach based on the principles of Rudolf Steiner. It is accredited with the National Autistic Society.

Camphill state their mission:

"To create a community where children and adults feel a sense of belonging, support and personal growth. A place where there is an inclusive life learning culture with an integrated approach to health, education and care".

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 4 - Good

Quality of environment - N/A

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - N/A

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

Two inspectors carried out an unannounced inspection of the service on Wednesday 4 May 2016. A further announced visit was made on Thursday 5 May 2016. Verbal feedback was given to senior members of the Organisation at the end of the inspection.

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

- Randomly selected service users' support plans
- Incident and accident reports
- Observation of the environment and staff/service user interaction
- Discussion with young people, co-workers, house coordinators and members of the management and Executive team
- Examination of meeting minutes - including house meetings and co-ordinator meetings
- Examination of staff induction and training
- The co-worker handbook
- The Information pack supplied to prospective parents/young people
- Evaluation and feedback from parents about all aspects of the service
- Joining young people for meals, a BBQ and an outing (a hill walk)
- Questionnaires returned to the Care Inspectorate from parents, young people and staff.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and

support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service submitted the requested self assessment. This provided some information about the current strengths of the service and areas they intend to develop, however, the document would benefit from being fully reviewed and updated.

Taking the views of people using the care service into account

Throughout the two days of the inspection both inspectors spoke with young people directly, and in groups during activities both inside the house, and outdoors. Young people were joined for meals in different houses and observed in the company of staff in a range of settings.

Young people spoken with described a range of events and activities they had been involved in, and were planning in the forthcoming months. These included adventurous and interesting activities including holidays and expeditions as part of the Duke of Edinburgh Awards. At the time of the inspection young people joined with workers to celebrate Ascension day, spending the day on a range of outdoor group activities. During the inspection we were all fortunate enough to see the beginnings of summer weather which was celebrated with a large BBQ.

Both in the houses and on outdoor activities young people were observed to be well supported by workers who treated them with warmth and regard and who were interested in their views (whether expressed verbally or in other

ways).

Questionnaires which were returned by young people and their parents were extremely positive. In response to the question "Overall I am happy with the quality of service you receive", six replied "strongly agree, three "agree" and one "don't know".

Comments from parents have been incorporated throughout this report. Other comments from young people and parents include:

"I like it here".

"I cannot say enough of the good work and commitment that we have experienced. The care, patience, never-ending compassion and energy is wonderful. I feel at ease as a parent that my daughter is well cared for and happy and achieving levels that we never thought she would. This is down to the commitment and patience shown by all that are involved in the community. I have only good words for Camphill".

"We are very happy with our son's care. We don't think this level of care would be provided anywhere else".

Taking carers' views into account

Parents have returned questionnaires which share their own views and those of their children. Comments have been incorporated in the relevant statement throughout the report and also in "taking the views of people using the service into account".

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

Statement 3

“We ensure that service users' health and wellbeing needs are met.”

Service strengths

There was very good evidence of young people's health and wellbeing needs being met.

The social pedagogical approach to the care and education of children and young people promoted quality outcomes, with all young people benefitting from a flexible and creative care and support tailored to meet the unique needs of each individual. Considerable attention was paid to the physical environment and the routine and rhythm of the day. This consideration supported a calm and relaxed environment which contributed to the positive health and wellbeing of the young people living at Camphill.

The supportive 'family orientated' house communities and key worker system supported young people's health and wellbeing. A very strong emphasis was placed on the importance of strong relationships which allowed young people to learn and develop in a trusting environment. As workers lived alongside young people they knew them very well and were sensitive to their individual needs and talents. Examples of this ranged from the individual plan and structure of each young person's day being unique to them and what benefitted them most, to the layout and furnishings of their bedroom how this would support independence or promote a calm relaxed environment.

Comments from parents included "Camphill revolve (my sons) care around his needs. This is looked at and constantly changed when needed" and "on behalf of my daughter, I know she is safe and well looked after. She is in the best possible place to suit her needs. I have only the utmost gratitude and respect for the tireless support shown".

The structure of the day allowed young people to be involved in a wide range of positive, productive and interesting tasks and activities which would promote their confidence and support them to develop a range of skills. These were structured to include rest, walks and activity as well as more formal learning opportunities. Young people were involved in the Duke of Edinburgh Award (including the Gold Award), an active School Council and as part of the Aberdeen Youth Council. Comments from parents included "Excellent... daytime activities such as developing skills, training etc so individuals can play an active role in the community. This is what they do really well at Camphill eg, woodwork, metalwork, weaving, gardening, felting, candle-making etc, etc. In addition to this they live, eat, cook, clean together and everyone has a role to play that they can manage. It works" and "my daughter is encouraged to take part in social gatherings...she is happy with the bonding she makes with her co-workers and her class peers".

Most young people were registered with the on-site medical practice, and therefore had easy access to General Practitioners. Appropriate referral and follow-up appointments to specialist healthcare practitioners were also accessed, including the services of community dentists and opticians. In addition to this the school also had various therapists who provided individualised programmes of support. Records evidenced that children were supported by a range of professionals including speech and language therapists, art and music therapists, physiotherapists, psychiatrists and mental health nurses. Comments from parents included "This is (my sons) eleventh year at Camphill. He receives top specialist care which has taken years to understand and help with his needs".

Staff encouraged young people to be physically active and supported them to take part in lots of outdoor activities. Young people were supported to enjoy the exceptional outside environment and be involved in a wide variety of activities such as climbing tress, going for walks, cycling and playing in the play park in

adaptive swings. Young people also went to local parks and beaches and were involved in activities in the local area. The school also had a well used gym and swimming pool on site.

A healthy approach to eating was supported and encouraged. Varied and wholesome meals were freshly prepared in each house using organic produce where possible. Children with special dietary preferences or eating difficulties were supported and monitored to ensure that they had as good a nutritional intake as possible. Some young people had food diaries and extensive detail in their personal plans about how they should be supported at mealtimes. Mealtimes were also important social occasions where young people had the opportunity to discuss their day and interact with others, to develop skills and to share with others in household tasks. All young people and staff contributed in some way to the mealtime experience and were valued for their contribution.

The service had a detailed child protection policy and each campus had a child protection officer. All staff had regular child protection training and we found staff were knowledgeable in the working practice of the internal policy. Young people indicated that they felt safe and that their health needs were well met by the provider.

Where required, young people received medication, including allopathic and anthroposophical medication. Staff administering medication received ongoing training both in-house and from Lloyd's pharmacy. A working group had been established to ensure and disseminate good practice in relation to medication. At the time of the inspection medication administration, recording and storage was examined and an accurate medication audit carried out.

Where possible young people were involved in developing their own support plans, including target setting and drawing up their own timetables. Parents/ carers were able to contribute to support planning through information provided from the point of admission (or before), initial assessment and on an ongoing basis through visits, discussion and formal meetings. Parents and young people also attended and contributed to six monthly reviews of their care. At these formal meetings parents, young people and social services had

the opportunity to discuss all aspects of the care and education provided and to plan for the future.

Parents commented that "We have review meetings at Camphill which are thorough, meaningful and respectful. Communication is excellent" and "Camphill include all residents in as many processes that they feel the young person is able to understand and contribute to".

Staff communicated well with families to ensure that they were fully involved in their child's care and support. Young people and staff spoke to parents on the phone, using email and Skype and through text messages. Parents were welcome to visit at any time, including mealtimes when they could join the household for meals. The service was always keen to encourage parental contact and involvement with the service, and continued to look at ways to extend the involvement of parents.

In the 2016/17 inspecting year the Care Inspectorate is scoping child sexual exploitation (CSE) practice in children and young people's services. This is part of our contribution to 'Scotland's National Action Plan to tackle Child Sexual Exploitation' and focusses on frameworks of CSE practice, staff understanding and care planning outcomes. At the time of this inspection all staff had received training in relation to child protection, but not specifically Child Sexual Exploitation. This had been discussed with the intention of incorporating this to the training given to staff. Procedures were also to be reviewed to ensure that they incorporated relevant information and guidance in relation to CSE. **(see Recommendation 1)**

Areas for improvement

Young people had comprehensive risk assessments which generally provided good levels of information about the strategies to support young people and minimise risk. Some of the written documentation detailing more complex strategies lacked the very specific detail used to support young people, and confirmation from relevant professionals that the strategies had been discussed and agreed. In practice all staff demonstrated a good understanding of the strategies used, and why they were effective. These should therefore be reflected through comprehensive documentation, including confirmation of agreement from relevant professionals and parents.

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The service should progress their plans to incorporate information about Child Sexual Exploitation to their current child protection training and policy documents.

National Care Standard 7 - Management and Staffing.

Statement 6

“People who use, or would like to use the service, and those who are ceasing the service, are fully informed as to what the service provides.”

Service strengths

There was good evidence that people using the service were informed as to what the service provides.

Camphill had a website which provided information about the range of services they provided to children, young people and young adults. The website included comprehensive information about how they felt they could provide a high quality service and the opportunities they could offer to young people and their families. The website included testimonials from parents whose children were cared for and educated at Camphill.

After making initial contact with the service parents and/or professionals were invited to visit and discuss what the service offers and could provide to individual young people. An information pack was provided at this time which shared further information about the service, and included reports from the Organisations which inspect and review the services provided (including the inspection report from the Care Inspectorate and the Autism Accreditation

review report). The pack also provided written information about the therapies and therapeutic activities offered at Camphill.

Once the funding for a placement had been approved parents and young people received information about the key people who would be responsible for care and education, and which house and class they would be part of. The contact details of the key staff were included in the information supplied to enable parents to make direct contact with any further questions, and to share information.

Young people were supported to visit and ask questions at a pace which suited them. The staff at the service were sensitive to the needs of young people in doing this and happy to facilitate discussion wherever the young person was at ease and most likely to be relaxed.

Comments from parents included "Camphill has an extremely sympathetic admissions system and take all details into account to make a young person welcome so they fit in well".

Areas for improvement

The information pack which was supplied to people expressing an interest in the service did not include anything specifically for young people. The information was largely text and very adult oriented in its content. Previously young people at the service had made a DVD which provided an overview of life at Camphill and examples of how and where young people spent their day. The format of this was very helpful to other young people, and represented the things that young people themselves felt were interesting or important. At the time of inspection feedback senior staff stated that the Student Council were keen to make a booklet and DVD about their school. This would be very helpful to young people moving in.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Quality theme not assessed

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service strengths

The workforce were professionally qualified and trained and highly motivated. We graded this statement as very good as there were major strengths.

Discussion and examination of training records demonstrated a skilled and qualified staff group. It was clear that both personally and organisationally there was a high level of commitment to training, professional qualification and best practice.

A comprehensive induction was in place which included an introduction to social pedagogy, to house and school life, health and safety, manual handling, first aid and protecting vulnerable groups. All new staff also had ongoing informal and formal support and regular supervision from more experienced staff. New workers spoken with at the time of the inspection stated that the induction had been very helpful and that they had been gradually introduced to the young people whilst working alongside someone who knew the young person well.

Following induction, and during the first year at Camphill, staff were required to complete the foundation course. Training sessions within the course included social pedagogy; children and adults in society; autism, the therapeutic life space; attachment, trauma and resilience and child development. Workers were supervised through all stages of the course and required to complete reflective statements to demonstrate learning.

Camphill had worked with Robert Gordon's University to develop the B.A in social pedagogy, allowing staff to complete training to degree level. The reintroduction of this level of training and qualification ensured that each of the houses had staff with a good skills and knowledge base amongst the team, and who were able to share their professional knowledge and insight with less experienced workers. Staff were also encouraged and supported to gain further qualification, with many of the house coordinators having attained an SVQ IV or MSc. The service had led and supported many conferences, attracting leading practitioners who facilitated training and development for both Camphill staff and interested professionals.

All staff at the service were registered with the Scottish Social Services Council (SSSC). A training plan was in place for those who were registered with the condition that they gained appropriate qualifications. Systems were in place to ensure that staff renewed their registration as required.

The Organisation had appropriate policies and procedures and ongoing opportunities for staff to be involved in relevant discussion groups, conferences and networking opportunities. These were both internal and external.

The service (and Organisation) had a series of meetings and networks to support the professional development of staff. From the point of induction and through their continued training workers received very regular formal supervision, and on going informal supervision and peer support. The community living environment also allowed mutual ongoing observation, supervision and support.

Recruitment policies and procedures were in place which followed best practice guidance for the safe recruitment of staff. These included all staff having satisfactory PVG checks (protection of vulnerable groups).

Comments from parents included "co-workers are carefully chosen by house managers to be a good 'fit'. The quality of co-workers is very high".

Areas for improvement

The service was developing a professional development group to strengthen their approach to continuous professional development (CPD). A CPD

programme which informed a training needs analysis, and annual plan would be beneficial to staff development and an Organisational overview of this **(see Recommendation 1)**.

The support and supervision policy should be reviewed to reflect current practice, as practice is far better than the policy suggests **(see Recommendation 2)**.

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. The service should progress their plans to strengthen their approach to CPD and how this will inform and influence training needs analysis.

National Care Standard 7 - Management and Staffing.

2. The support and supervision policy should be reviewed to reflect current practice.

National Care Standard 7 - Management and Staffing.

Statement 4

“We ensure that everyone working in the service has an ethos of respect towards service users and each other.”

Service strengths

This statement was graded as excellent as young people and staff lived and worked in a respectful environment.

The ethos of Camphill is based on the belief that each person is as important as every other, with different and individual qualities and abilities. This was

demonstrated on an ongoing basis with young people and workers living in a life sharing community where the tasks of daily living were shared, and all young people had a valuable contribution to make. All young people had purposeful tasks which they were supported to complete (with as much or little help as this required) with their views and opinions actively sought on an ongoing basis. **(see also Quality Theme 1 - Statement 3).**

Throughout the two days of the inspection the inspectors joined workers and young people in their houses, during events in the grounds of the service and in the wider community. At all times workers were observed to be highly responsive and compassionate towards the young people they were with. Young people were observed to be relaxed in the company of those around them (or well supported when they were anxious). During the activities the inspectors joined, it was evident that, in addition to being well cared for and supported, young people were having fun.

From the point of the induction of new staff, and throughout all of the (extensive) training provided for all staff, were the core values of mutual respect and achieving potential. Staff worked alongside young people to develop meaningful relationships which were empowering and helped young people to develop new skills and confidence. Throughout the inspection young people and staff were observed to interact in a warm, friendly manner. Conversation was respectful with staff demonstrating a real interest in young people and their views and in supporting them to achieve tasks and experiences. Workers also extended this respect to young people's families and each other.

Comments from parents included "I have observed that the utmost respect is adhered to... there is a lot of trust, respect and confidentiality that is strictly followed and kept" and " ...the co-workers that work with (my daughter) are chosen carefully and in all these years each and every one has been a good compatible choice, causing no concerns. They are, and have been, wonderfully caring and compassionate co-workers" and "their ethos appealed to me. My daughter is encouraged with great patience and understanding to reach her potential and is extremely happy to be there".

Areas for improvement

The service should continue to ensure that everyone working in the service has an ethos of respect towards each other.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Quality theme not assessed

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. Support plans should be reviewed every six months (as a minimum) and incorporate decisions and targets from the six monthly care review.

National Care Standard 4 - Support arrangements.

This recommendation was made on 24 September 2015

This recommendation had been met. See Quality Theme 1 - Statement 3.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

One young person had not had a Looked After Children's review for some considerable time. Camphill themselves had continued to hold six monthly service reviews and had contacted the placing Local Authority regarding the LAAC review, however, this was outstanding. As this was an inspection of the service, and not the placing authority this has had no impact on the inspection, however, information will be shared with strategic inspectors with responsibility for the placing authority to ensure they are aware of this.

9 Inspection and grading history

Date	Type	Gradings
20 Aug 2015	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good
17 Sep 2014	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good

		Management and Leadership	4 - Good
17 Oct 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	4 - Good
9 Oct 2012	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
28 Feb 2012	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
3 May 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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