

## Care service inspection report

# Camphill Rudolf Steiner Schools

## School Care Accommodation Service

Murtle Estate  
Bielside  
Aberdeen  
AB15 9EP  
Telephone: 01224 867 935

Inspected by: Susan Barrie

Type of inspection: Unannounced

Inspection completed on: 27 February 2014



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## **Service provided by:**

Camphill Rudolf Steiner Schools Limited

## **Service provider number:**

SP2003000021

## **Care service number:**

CS2003000251

## **Contact details for the inspector who inspected this 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	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

Camphill provides a safe, peaceful and interesting place for children and young people to live and learn.

Young people have lots of different activities they can be involved in and can receive as much (or as little) support as they need to be involved in life at Camphill.

### What the service could do better

An independent review of the service Camphill offers has finished and will help the staff look at new ideas.

These ideas will hopefully lead to even greater opportunities for young people living at Camphill.

### What the service has done since the last inspection

Since the last inspection the service have made sure that everyone has a review every six months (or more). They have invited the young people of Cairnlee House to be part of their very succesful student council and have asked parents for their views about the school, and holiday provision.

## **Conclusion**

Camphill School Aberdeen continues to provide a very high standard of care and support to young people in a beautiful and relaxing environment. Young people are given support and encouragement to achieve as much as they can in their lives

## **Who did this inspection**

Susan Barrie

# 1 About the service we inspected

Camphill School is registered with the Care Inspectorate to provide a School Care Accommodation Service for children and young people with complex special needs. The school is located in a rural environment on the outskirts of Aberdeen.

Camphill School offers holistic social pedagogy and care based on the Waldorf Curriculum and the principles of Rudolf Steiner. It is accredited with the National Autistic Society.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

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

## Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

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

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 5 - Very Good**

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](http://www.careinspectorate.com) or by calling us on 0845 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 low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

One inspector carried out an unannounced inspection of the service on Thursday 27th February 2014. Verbal feedback was given to co-ordinators and members of the management team at the end of the inspection. On Tuesday 4th March 2014 the inspector joined the young people and staff for a carnival where young people presented a musical production and enjoyed food and games.

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

- Randomly selected service users' support plans
- Observation of the environment and staff/service user interaction
- Discussion with young people, house co-ordinators and members of the management team
- Medication storage and recording
- Accident and incident recording
- Evaluation of parental views, returned to Camphill
- Joining young people, workers (and the clown doctors) for lunch.

### 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.firelawscotland.org](http://www.firelawscotland.org)

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

### **The requirement**

The provider to ensure that care and support arrangements are reviewed at least once every six months.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, No 210: 5(2)(b)(iii) - A requirement to review personal plans.

Timescale: Within 4 weeks of receipt of this report.

### **What the service did to meet the requirement**

This had been addressed with all young people having reviews at least once every 6 months.

**The requirement is:** Met - Within Timescales

### **The requirement**

Where the opening of windows on the upper floors might pose a risk to the safety of young people these should be fitted with devices which restrict their opening.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, No 210: 4(1)(a) - A requirement to make proper provision for the health, welfare and safety of service users.

Timescale: Within 2 weeks of receipt of this report.

### **What the service did to meet the requirement**

This had been addressed. Upper floor windows had been fitted with devices which restricted them from opening fully.

**The requirement is:** Met - Within Timescales

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

At the previous inspection recommendations were made in relation to medication procedures, the restocking of first aid boxes and ensuring protocols for healthcare issues were accurate. These were discussed with house co-ordinators and audited and had been successfully addressed.

## **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.

No self assessment had been requested prior to this inspection. The requested self assessment had been submitted prior to the inspection in August 2013.

## **Taking the views of people using the care service into account**

Young people were joined for lunch and for the carnival (a celebration which brings together all the young people from both estates). Young people were observed to be very well supported and encouraged to be part of a range of activities and experiences. The Carnival was great fun for young people and allowed them to showcase their talents ( which were considerable ).

At lunchtime one young person spoke about the progress they had made in relation to life skills and communication with others, their intention to complete their silver Duke of Edinburgh (and go on to complete Gold) and their future plans to attend college.

## **Taking carers' views into account**

No family members were present during the unannounced inspection. Parents views of the service had been gathered and evaluated by Camphill in January 2014 (See Quality Theme 4, Statement 4).

## 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: 5 - Very Good

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

The following statements were made following the inspection in August 2013. They remained accurate at the time of this inspection, or have been updated as described:

Pupil studies provided comprehensive information about each young person. Pupil studies used information provided by parents, young people and professionals involved in the care, support and education of young people prior to, or at the time of their moving to the school.

Personal plans contained information relevant to the individual support needs of young people. Some young people had been involved in writing their own smart targets in their personal plans and were therefore highly involved in identifying and achieving their personal goals.

Young people were encouraged to make choices about their care and support. During the inspection young people were observed to be involved in decisions about what they would like to do. Staff spoken with stated that young people were encouraged to be involved in activities of their choice whilst also trying new experiences and tasks.

Staff were observed to have established positive relationships with young people. Staff described tuning into children and young people; using sensitive observation of mood, facial expression and gesture as well as pictorial communication tools to support children with limited verbal communication. In discussion with staff during the inspection, it was evident that they knew the young people they cared for very well and were highly committed to their care, wellbeing and education.

Parents and young people attended and contributed to reviews of their care. At these formal meetings parents and young people had the opportunity to discuss all aspects of the care and education provided.

Discussion with parents and staff evidenced that close contact was maintained between the school staff and families to ensure that they were fully involved in their children'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 at the school at any time and were always invited to meetings and events at the school.

Parents could join a 'parents' group' which met at the school and ensured that parents who wished to be could be actively involved in the school. In previous inspections members of the parents' group were spoken with and commented very positively on their involvement in the life of the school and of the care and education of their children. Since that time the parent who was the chairperson of the group had retired. Plans were in place to recruit a new parent to take on this role.

There was clear evidence that the Student Council positively influenced discussion and decisions about many aspects of life at Camphill, which lead to improvements for young people, the wider community and environment. They met regularly with staff and members of the Management Council. The group included young people from both Murtle and Camphill estate and had been extended to include young people from Cairnlee House (a nearby Camphill service for young adults).

The Student Council had met with the Student Council of a local Independent school. Following this meeting they hoped to set up a 'buddy network' which would provide supportive networks across the schools.

The school had two separate DVDs which provide useful information to people interested in learning about Camphill School. One of the DVDs "A day in the life of a Camphill Pupil" was made by year 10 pupils and 'starred' pupils throughout. It gave a very good overview to other young people of life at Camphill School.

### **Areas for improvement**

Some houses had creative ways of engaging with young people in target setting, sharing positive experiences and becoming more involved in their own planning. Greater sharing of information and good practice across the whole service could provide greater opportunities for young people to be more involved.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### **Statement 3**

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

### **Service strengths**

The following statements were made following the inspection in August 2013. They remained accurate at the time of this inspection, or have been updated as described:

The school aimed to provide flexible and creative care and education, tailored to meet the unique needs of each individual. Records evidenced that systems in place; child studies, reviews and sensitive care planning furthered this aim.

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 positive health and wellbeing. Staff knew each child very well and were sensitive to their individual needs. Observations and discussion with staff evidenced great sensitivity towards young people's privacy and dignity in providing personal care.

The school provided specialist support in-house. It had an on site medical practice, and 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 therapists, physiotherapists, psychiatrists and mental health nurses. At the time of the inspection two clown doctors were visiting from the Organisation 'Hearts and Minds'. The clown doctors were professionally trained performers who engaged with vulnerable young people through improvisation, music and rhythm and storytelling. A co-worker spoken with stated that the clown doctors had been very helpful in developing young people's confidence and worked to address specific areas (such as voice projection) in a fun way.

The service had a detailed child protection policy and each campus had a child protection officer. All staff were trained and those spoken with described having been updated in child protection. In discussion at previous inspections, staff were knowledgeable about child protection matters, the school's procedures and the North East of Scotland Child Protection Committee guidelines.

Staff had regular training in Behaviour Support Strategies (BSS). Individual support plans identified which BSS moves could be considered, if required to keep a young person safe. Following incidents, staff were debriefed and reviewed what triggered the incident and how behaviours may be pre-empted or handled in the future. Staff spoken with confirmed that they had ongoing training and practice sessions regarding behaviour support strategies.

Children and young people were actively encouraged to spend time outdoors in the fresh air pursuing interests and contributing to the life of the community. Swimming, cycling and football were regularly offered as leisure pursuits. Young people also went to local parks and beaches and activities in the local area.

During the inspection co-workers and young people were joined for lunch. 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.

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.

### **Areas for improvement**

Young people had risk assessments which were incorporated into their support plans. Good evidence was seen of ways in which risks were proactively addressed however the risk assessment did not always detail the good practice. Care should be taken to ensure that risk assessments are updated to reflect any changes in the strategies used to support young people. (See recommendation 1)

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. Risk assessments should be updated as required and detail the strategies used to support young people.  
National Care Standard 4 - Support Arrangements

## **Quality Theme 2: Quality of Environment**

Grade awarded for this theme: 5 - Very Good

### **Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

### **Service strengths**

The following statements were made following the inspection in August 2013. They remained accurate at the time of this inspection, or have been updated as described:

Discussion with representatives from the Student Council and Student Council minutes, evidenced a high level of interest and involvement in improving and contributing to the environment. Young people had good ideas about how they could make positive changes to their environment and were supported to progress these ideas.

The Student Council and Eco Schools group had worked hard to achieve the green flag (the highest Eco Schools Award). Members of the Student Council who were spoken with were committed to ensuring that they continued to meet the high standard required to maintain this award.

Young people had a high degree of input into personalising their own bedrooms. Rooms seen were all hugely varied depending on young people's individual preferences and interests. Where young people could not tolerate objects in their rooms staff had sensitively personalised rooms with wall paintings and artwork.

Young people participated in the everyday tasks within their house; for example tidying their room and helping with general household chores. They also had involvement in maintaining the outdoor environment through gardening and recycling tasks.

### **Areas for improvement**

Young people should continue their very positive involvement in improving the environment.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 2

We make sure that the environment is safe and service users are protected.

### Service strengths

The following statements were made following the inspection in August 2013. They remained accurate at the time of this inspection, or have been updated as described:

Young people had an identified member of staff allocated to support them. This high level of support and supervision ensured the wellbeing and protection of young people.

Health and safety checks were carried out in each of the houses by a designated member of staff. Comprehensive checks were made and records maintained of checks made and of any corrective action required. As the school had a workshop who carried out repairs these were carried out promptly and to a high standard.

Hazards and risk control measures for each house and the estate were in place. These identified the people potentially at risk, the hazard, risk control measure and the person with responsibility for the checks.

Generic and specific risk assessments were carried out for a range of activities and situations. More specific details of individual support strategies were detailed in support plans and child studies. More generic risk assessments were carried out prior to activities or events.

Individual support plans evidenced appropriate risk assessment and support strategies, and the involvement of parents and relevant professionals in discussion regarding appropriate risk and its positive management.

Staff spoken with detailed the steps taken to ensure that young people were safe when on outings. These included; discussion and planning prior to leaving, diary entries regarding plans, completing risk assessments with relevant details and carrying a mobile phone.

Staff received health and safety training as part of their induction. This included a range of training and awareness of relevant policies and procedures.

Window restrictors were in place to ensure that the windows on upper floors of the houses could only be opened to a certain distance. This was to ensure the safety of young people from the dangers of falling from fully opened windows.

Health and safety was a standing item for discussion at house co-ordinators meetings.

### **Areas for improvement**

The service should continue to ensure the environment is safe and service users are protected.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### **Quality Theme 3: Quality of Staffing**

Grade awarded for this theme: 5 - Very Good

#### **Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

#### **Service strengths**

See Quality Theme 1, Statement 1.

#### **Areas for improvement**

See Quality Theme 1, Statement 1.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

#### **Statement 3**

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

#### **Service strengths**

The following statements were made following the inspection in August 2013. They remained accurate at the time of this inspection, or have been updated as described:

Staff received a comprehensive and robust induction when they arrived at the school. In conjunction with this staff received regular support and supervision and attended ongoing training and peer support meetings.

Discussion and examination of training records demonstrated a skilled and qualified staff group.

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.

At the time of the inspection it was clear that both personally and organisationally there was a high level of commitment to training, professional qualification and best

practice. The Organisation had developed a system for the continuous professional development of staff (**however see 'Areas for Improvement'**).

Members of the management team had attended a meeting regarding Getting It Right For Every Child (GIRFEC) and working within the voluntary sector. They had disseminated this training to house co-ordinators and teachers with ongoing discussion about how this could be incorporated into wider training for co-workers.

Staff spoken with at the time of the inspection were highly committed to the young people they cared for, and to the wider goal of ensure young people and their families could achieve their potential.

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. The community living environment also allowed mutual ongoing observation, supervision and support.

### **Areas for improvement**

At the time of this, and the previous inspection the BA (hons) in Social Pedagogy which Camphill School had run in Partnership with Aberdeen University was not being offered to staff. The school remained in ongoing discussion to resolve this as they remained wholly committed to staff undertaking this qualification. The impact of the time which the course had not been on offer had changed the experience across the team, with a 'gap' between the new co-workers and the longer term experienced staff. Senior staff at the school were aware of this and working hard to support all staff and ensure positive experiences and training. Staff were being offered access courses which would ensure that when the course was offered they would have the appropriate qualifications to be accepted to completed this.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## **Quality Theme 4: Quality of Management and Leadership**

Grade awarded for this theme: 5 - Very Good

### **Statement 1**

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

### **Service strengths**

See Quality Theme 1, Statement 1.

### **Areas for improvement**

See Quality Theme 1, Statement 1.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

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

### Enforcements

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

### Additional Information

#### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
27 Aug 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good
19 Feb 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very 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

## Inspection report continued

15 Jun 2011	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed Not Assessed 5 - Very Good
8 Nov 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed Not Assessed Not Assessed
7 Jun 2010	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good Not Assessed Not Assessed
24 Mar 2010	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed Not Assessed Not Assessed
14 Jan 2010	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
31 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed Not Assessed Not Assessed
3 Mar 2009	Announced	Care and support Environment Staffing Management and Leadership	2 - Weak 6 - Excellent 5 - Very Good 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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## Translations and alternative formats

This inspection report is available in other languages and formats on request.

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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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