

# Camphill School Aberdeen Support Service Support Service

Camphill Rudolf Steiner School  
Murtle House  
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Aberdeen  
AB15 9EP

Telephone: 01224 867935

**Type of inspection:**

Unannounced

**Completed on:**

17 October 2018

**Service provided by:**

Camphill Rudolf Steiner Schools Limited

**Service provider number:**

SP2003000021

**Service no:**

CS2009235158

## About the service

Camphill School Aberdeen support service is registered to provide a support service to young people and young adults between 8am and 9pm seven days a week.

The support service provides flexible, needs lead care and includes support with education, accredited life skills training, therapies and individual therapeutic programmes.

Within the registration there is scope for the service to provide support both on and off site and therefore to adapt to the needs of individuals and families.

The service has been registered since August 2010.

## What people told us

The inspection was carried out by two inspectors who spent time with the young people in their individual houses, in the workshops, during meals and on a large group outing.

Young people were spoken with at those times, and observed in the company of staff.

No parents were available at the time of the inspection (despite best efforts).

Views and observation were very positive and supported the assessment that young people were relaxed and comfortable with the adults who care for them.

We received ten responses from requests for feedback from social workers/care managers who have children and young people or young adults living at the school, or who were part of the support service. Comments were extremely positive about the strength of relationships, positive opportunities for individual growth and development and use of the stunning environment. Some social workers felt they would like more frequent updates which were outcome focussed and demonstrated progress, and greater contact with senior managers.

- For the ease of reading the term young people has been used throughout the report. This encompasses young people and young adults.

## Self assessment

No self assessment was requested in the inspection year 2018/19.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	4 - Good

## What the service does well

Young people were very well supported by adults who knew them well and understood their individual personalities and needs. Each young person had a flexible and unique structure to their day which allowed them to participate in a wide range of stimulating and purposeful activities. Across the two campuses there were a vast range of activities and opportunities for fun and learning, ensuring that all young people's interests and needs could be met.

The unique skills and talents of each person were recognised and celebrated. All of the young people contributed to the life of the house and community through shared tasks and working together. High staffing levels ensured that there was no barrier to involvement or meeting a young person's support needs.

Healthcare needs were well supported with an on-site medical practice and therapy college and a focus on the rhythm of the day, including the need for rest and fresh air. The spacious, safe and relaxing outdoor environment was well used to promote both physical activity and relaxation. The close proximity to both town and countryside was also well used to engage young people in activities and learning. Medication systems, training and auditing were good, ensuring safe practice.

Meal times were valued as a time to come together to share discussion about the day, and plan for the remainder of the day. Young people had a vast range of dietary needs and preferences which were well met, with attention paid to the quality of food. Appropriate adaptations, signifiers and visual prompts were used to promote choice and independence, with staff thoughtfully deployed to ensure that young people had the support they needed.

All of the staff were trained in safeguarding (child/adult protection), with clear processes in place. These included external referral to appropriate agencies. Appropriate procedures for incident recording and notification were in place, including an external overview.

There were a number of structures and systems in place to ensure the continuous improvement of the service. These included a range of staff meetings, supervision and training for staff and a self assessment using the (relatively new) Health and Social Care Standards to measure strengths and areas for development.

Development plans were comprehensive and reviewed regularly to assess progress against identified targets. A management bulletin had been introduced which shared information with the wider staff team, and which invited their participation. A consultant had been employed to support the service to progress the development plans, and to strengthen the participation of the staff team.

Significant focus and progress had been made in developing the workshops, and extending the opportunities for young adults to develop real skills in a supportive working environment. A comprehensive outcome focussed plan ("Growing the vision") clearly identified the plans for the future and how they would be achieved and be of benefit to the young adults accessing the service. The developments were on going but already impressive.

A Board of Trustees played an important role in providing governance of the service. Members of the board were drawn from the local community and had relevant personal and professional skills and experience. They received monthly progress reports and summary reports from the executive group and met to discuss and approve significant decisions, including the development plan. Board members were accessible to staff and young people, joining them for lunch occasionally.

## What the service could do better

Young people had support plans and risk assessments, however, these were not specific enough to identify strategies of support, or to demonstrate positive outcomes. Through discussion and observation it was clear that staff were aware of individual strategies of support, however, the quality of support planning did not reflect this. Where incidents had been recorded, and identified strategies of support, these were not reflected in support plans or risk assessments.

Incident recording did not evidence that young people or staff had been given the opportunity to discuss significant incidents (though life space interviews or debrief). **(See recommendation 1.)**

Very comprehensive plans were in place to ensure the continuous development of the service, however, discussion with staff did not reflect the feeling of inclusion the service promoted. The service intended to develop an extended management team which may remedy this, however, this had been in discussion for some time. A number of staff felt that the management team were not visible in most houses and that increased visibility would be helpful to morale. Senior managers should consider how they can remedy this to ensure the wider team feel involved and included and have easy access to the registered managers.

There were a significant number of staff vacancies. To the credit of the staff team, young people continued to be well supported, however, this added additional pressure on the existing staff team. The service recognised the issue, had completed a staffing exercise and were actively attempting to recruit additional staff.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. All young people should have support plans and risk assessments which identify strategies of support and demonstrate positive outcomes.

Where incidents identify new or additional strategies of support, these should be incorporated into the support plan/risk assessment.

**This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices' (HSCS 1.15)**

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
24 Sep 2015	Unannounced	Care and support 5 - Very 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
3 May 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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