

# Care service inspection report

## Ochil Tower School

### School Care Accommodation Service

140 High Street

Auchterarder

PH3 1AD

Telephone: 01764 662416

Type of inspection: Unannounced

Inspection completed on: 4 March 2015



# Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	10
4 Other information	21
5 Summary of grades	22
6 Inspection and grading history	22

## Service provided by:

Ochil Tower School

## Service provider number:

SP2003002133

## Care service number:

CS2003009785

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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	6	Excellent
Quality of Environment	6	Excellent
Quality of Staffing	5	Very Good
Quality of Management and Leadership	6	Excellent

### What the service does well

The school continues to provide a wide range of opportunities for young people, parents and relatives to make comment on the quality of the service. This enhances the ethos of listening to people.

Participation is embedded in daily life and there is a sense of normality to daily routines.

Activities are planned to suit everyone's interests and the young people were engaged in a range of community activities.

The staff work very well as a team supporting each other and providing consistent care to the young people.

### What the service could do better

The school should review their incident and accidents recordings to ensure all notifiable events are reported to the Care Inspectorate in accordance with our guidance.

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

The school has progressed with the areas for development which they identified at the last inspection. These areas are part of the School Development Plan and we saw a real commitment from management and staff to take improvements forward.

They have also worked hard to develop their information sharing systems and communication procedures to ensure effective strategies are in place to keep everyone informed and allow for partnership working in a meaningful way.

### **Conclusion**

Ochil Tower School is a well-managed service where young people and staff are encouraged to have their say and play their full part in day-to-day life and service developments through a range of methods.

There is an established process of partnership working between staff and parents to support young people's safety and promote consistency of care.

Young people benefit from the location of the school which allows them access to local resources and amenities.

The management is proactive in addressing concerns raised at any level and need to be supported by the Board in doing this effectively.

# 1 About the service we inspected

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.

The conditions of registration are:

- 1) Belvidere will provide accommodation to a maximum of 7 pupils.
- 2) Elmtree will provide accommodation to a maximum of 4 pupils.
- 3) Priory will provide accommodation to a maximum of 5 pupils.
- 4) Rowan will provide accommodation to a maximum of 6 pupils.
- 5) Sycamore will provide accommodation to a maximum of 6 pupils.
- 6) To comply with the current staffing schedules attached dated 12 November 2010, which must be displayed together with the certificate.
- 7) Coach House will provide accommodation to a maximum of one pupil.
- 8) 72A High Street, Auchterarder will provide accommodation to a maximum of one pupil.
- 9) From 14 August 2011 until 30 June 2012 provide a care service to a maximum of 30 pupils.

Belvidere will provide accommodation to a maximum of 8 pupils.

Elmtree will provide accommodation to a maximum of 5 pupils.

Priory will provide accommodation to a maximum of 5 pupils.

Rowan will provide accommodation to a maximum of 6 pupils.

Sycamore will provide accommodation to a maximum of 6 pupils.

Coach House will provide accommodation to a maximum of 1 pupil.

172A High Street, Auchterarder will provide accommodation to a maximum of 1 pupil.

Ochil Tower School is an independent, non-denominational school for children and young people with additional support needs, aged between 5 and 18 years. It provides care and education for both residential and day pupils through the curative education approach which combines social care, education and therapy and is based on the philosophy of Rudolf Steiner, adapted by Karl Konig, the founder of the world-wide Camphill movement. Day to day management is the responsibility of 4 joint coordinators who, with other experienced and permanent co-workers whose home is the school, form the core group members. Other co-workers, many from overseas, spend a year or more at Ochil Tower assisting with care and education. There is also a small number of paid care staff and ancillary workers.

The five houses and three school buildings are set in grounds located unobtrusively off the main street of Auchterarder, 14 miles west of Perth, enabling the school to be part of the local community. The grounds offer facilities for gardening, rearing animals and play activities as part of the curriculum.

Ochil Tower School's aims include:

- A form of community life which recognises the universality of the human spirit as an essential element in its formation and working. Expression is given to this in the celebration of festivals, concern for the environment and mutual care.
- Developing shared living situations which recognise the needs of individuals. The staff/client relationship is replaced by mutual relationships based on sharing daily life in all its manifold aspects, including preparation and sharing of meals, caring for the household and surroundings, creating social events and so on.
- Operating financially so that there is a flexible relationship between work and payment for work done.  
These aims are realised through the following objectives:
- To live, and work together in healthy social relationships, based on mutual care and respect.
- To provide care and education to children and young people with additional support needs in a nurturing and supportive environment.

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

**Quality of Care and Support - Grade 6 - Excellent**

**Quality of Environment - Grade 6 - Excellent**

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

**Quality of Management and Leadership - Grade 6 - Excellent**

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 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 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

We wrote this report following an unannounced inspection. This was carried out by a Care Inspectorate Inspector. The inspection took place on Thursday 26 February 2015 with a further visit on 4 March 2015. We gave feed back at the end of the second inspection visit.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- the young people informally
- three Joint Coordinators
- the acting Chair of the Board
- three staff members

We looked at:

- minutes of staff meetings
- minutes of Board meetings
- referral information
- individual care plans and information recorded about the young people
- evidence of meetings with outside health professionals
- accident and incident records
- the environment and equipment
- staff training and supervision records
- health and safety records and reports
- a range of quality and monitoring reports

We joined the young people and staff at meal times during our visits.

We took all of the above evidence into consideration when writing this report. We also took into account the Public Services Reform (Scotland) Act 2010 and its associated statutory instruments, the National Care Standards for School Care Accommodation and the Scottish Social Services Council (SSSC) Codes of Practice for Social Service Workers and Employers.

### **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)



## **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 Care Inspectorate received a completed self-assessment document from the provider prior to the last inspection. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self-assessment process.

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

We met informally with young people throughout our inspection visits and joined staff and young people at meal times to observe practice.

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

No parents or carers were spoken to as part of this inspection.

### 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: 6 - Excellent

##### **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**

At the previous inspection dated 5 September 2014 we looked at participation and found:

The school provides excellent opportunities for young people, their parents and relatives to give feedback and make suggestions for improving the service. We gathered evidence from discussions with the pupils, parent's feedback, observation during the inspection visits and information from the school.

Young people and parents told us they felt their comments and suggestions were listened to and that they were clear on how they could share and discuss their views. We saw that the routines within the school provided a wide range of situations where young people could express their views and staff could observe how they were feeling. These included meal times, school activities and recreational time.

Parent's told us they felt extremely welcome within the school and had regular communication with all the staff and Joint Coordinators. They said they had been supported exceptionally well, particularly in the early stages when their child moved in but also through ongoing support and advocacy. They really appreciated this and commended the whole staff team for their approach.

We saw that young people were currently working on a range of new initiatives including cycling projects and developments within the grounds. One young person told us how "staff really listen and help you do the things you want to do. I think that is good".

Parent's feedback gathered by ourselves and the school expressed satisfaction with the combination of informal regular feedback, supported by updates and phone calls. This demonstrated established communication with parents and we saw that parents and relatives could visit the school or take their children out. This was supported by staff and we could see how young people could benefit from this and how this helped support them during the settling in period when they first arrive.

We found examples of the school implementing pupil's and parent's ideas. We saw how pupils could express their views to a staff team who knew them well enabling them to receive the right level of support to help them achieve. These examples showed that staff welcomed change that was beneficial to young people's individual safety and wellbeing.

Young people and parents views were supported by a strong commitment within the school to ensure participation was embedded in all areas of service delivery. During the inspection we saw evidence of staff listening and observing pupils and acting on their comments and suggestions.

Overall, the involvement of pupils, parents and relatives was an integral part of the day-to-day operation of the school. We commended the service for developing this approach.

At this inspection, our assessment of participation was carried out whilst examining other Quality Statements. Through our observations and discussions with young people and staff we confirmed this assessment was still an accurate reflection of participation.

### **Areas for improvement**

The school should continue to monitor and maintain the excellent quality of participation and engagement evident through this inspection. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address any concerns.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## **Statement 3**

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

### **Service strengths**

This report also takes account of our finding detailed in the previous inspection report dated 5 September 2014 where a fuller account of this statement and the views of young people are outlined.

At this inspection, we found that the performance of the service continued to be excellent for this statement. We looked at personal information, reviewed service documentation including risk assessments and observed the daily living arrangements to assess this statement.

We sampled young people's individual files including; care plans, referral information and daily communication records. These showed a range of information was recorded and staff used this information to guide their practice. Staff were responsible for keeping these documents up to date.

Staff were able to tell us about young people's likes and dislikes and how they could support them with their daily routines. We saw staff were aware of what young people's plans were on a day-to-day basis and helped them attend appointments, events, activities and home contacts.

This was supported by the use of communication tools such as Talking Mats and Makaton to encourage young people to have their say about their care in the fullest way possible. These tools were also used to influence care plans and reviews.

We saw that the staff work in partnership with a range of external health professionals to support healthy life style choices. We also saw they had good links with agencies such as local schools and college's to help young people engage in extended activities of their choice.

Communication with young people's Social Workers was recorded in their care plans and we could see regular meetings and LAAC Reviews were taking place. This gave young people the added benefit of meeting with external professional on a regular basis.

### **Areas for improvement**

The school should continue to build on the excellent standard of practice shown at this inspection. They should continue to develop the new electronic systems of communication and recording which have recently been implemented and monitor how effective these are in extending discussions and information out to parent's.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

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

Grade awarded for this theme: 6 - Excellent

### **Statement 1**

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

#### **Service strengths**

Evidence identified in Quality Theme 1, Statement 1 also applied to this statement.

#### **Areas for improvement**

Areas for improvement identified in Quality Theme 1, Statement 1 also applied to this statement.

**Grade awarded for this statement:** 6 - Excellent

**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

This report also takes account of our finding detailed in the previous inspection report dated 5 September 2014 where a fuller account of this statement and the views of young people are outlined.

At this inspection, we found that the performance of the service continued to be excellent for this statement. The accommodation was clean, tidy and warm and communal areas were comfortably laid out for the young people.

There was an established culture in the school of taking care of the surroundings. Broken items were quickly replaced and maintenance matters were managed well. The kitchen/dining areas were laid out well and hazardous items were stored safely.

The school had a range of policies and procedures in place to guide staff practice and inform the development of routines and systems to keep young people safe while they lived at Ochil Tower. Staff we spoke to during the inspection confirmed they had access to all information which helped them to maintain a safe environment.

Staff were trained in Child Protection procedures, First Aid and Basic Food Hygiene. These areas of training support a safe and secure environment and allowed staff the knowledge and understanding to manage incidents more effectively.

Incident records were completed and a report made to the Board of Governors to provide an external overview of the management of the service.

Plans were being discussed with the Board to improve and extend the education facilities within the school grounds.

### Areas for improvement

The school should continue to monitor and maintain the quality of participation and engagement evident through this inspection. The school should ensure it is rigorous in identifying any areas for improvement and pupils and parent's should continue to be encouraged to be involved in discussions about how the accommodation is used and what activities the communal areas should facilitate.

**Grade awarded for this statement:** 6 - Excellent

**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**

Evidence identified in Quality Theme 1, Statement 1 also applied to this statement.

#### **Areas for improvement**

Areas for improvement identified in Quality Theme 1, Statement 1 also applied to this statement.

**Grade awarded for this statement:** 6 - Excellent

**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

This report also takes account of our finding detailed in the previous inspection report dated 5 September 2014 where a fuller account of this statement and the views of young people are outlined.

At this inspection, we found that the performance of the school continued to be very good for this statement.

We confirmed that all staff were appropriately registered with the Scottish Social Services Council (SSSC). Any concerns in relation to staffing had been managed effectively in accordance with the SSSC Codes of Practice.

We spoke individually with some members of staff and informally with others. We found that they understood their roles in providing care for the young people living in Ochil Tower. In discussions, they were able to demonstrate an understanding of the range of needs of the young people and how they could be supported with areas of their care.

We saw that there was an induction programme in place for new staff and volunteers and an extensive training program in place for all staff.

We found supervision was taking place regularly and staff told us they felt supported in their role. They described how they could always have access to senior management if they required this day or night.

Overall, we found there was a mix of skills and experience within the staff team and staff were embracing the work they do with enthusiasm. The joint coordinators were working to foster each staff member's skills as a way of benefiting the young people at Ochil Tower and increasing responsibilities amongst the staff team.

### Areas for improvement

The school has recently reviewed their support and supervision policy in accordance with their procedures. They should continue to monitor and evaluate this area to ensure it continues to be effective for all staff.

**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: 6 - Excellent

### **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**

Evidence identified in Quality Theme 1, Statement 1 also applied to this statement.

### **Areas for improvement**

Areas for improvement identified in Quality Theme 1, Statement 1 also applied to this statement.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## **Statement 4**

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

### **Service strengths**

This report also takes account of our finding detailed in the previous inspection report dated 5 September 2014 where a fuller account of this statement and the views of young people are outlined.

At this inspection, we found that the performance of the service continued to be excellent for this statement.

Some of the systems described in Quality Theme 1 Statement 1 also applied to this statement. We could see that methods used to gather feedback from young people, parents and external professionals contributed to developments in the service and we were shown examples of how changes were made based on their views.

The service had in place range of audits and monitoring systems including; financial checks, budget monitoring, human resources records and property audits. The premises were subject to regular checks in terms of the safety and fitness for purpose. Regular reports were completed by senior managers to inform the Board of Trustees about the way the service was working to meet its stated aims.

Information submitted to the Board had been reviewed and adjusted following our last visit and this seems to be working more effectively. We will review this information again at our next inspection visit.

Staff meetings and development sessions took place which provided the whole staff team the opportunity to be consulted and informed about most aspects of the service. The staff team could access all the necessary policies, procedures and communication systems to inform practice.

We were advised by the acting Chair of the Board that they had been proactive in addressing concerns raised anonymously and they were confident these were dealt with effectively.

### **Areas for improvement**

The school should continue to monitor and maintain the quality of progress and development evident through this inspection. They should ensure they continue to be rigorous in identifying any areas for improvement and take forward areas of improvement as detailed within the schools development plan.

They should review their incident and accidents recordings to ensure all notifiable

events are reported to the Care Inspectorate in accordance with our guidance - 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

**Grade awarded for this statement:** 6 - Excellent

**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 - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Environment - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 4	6 - Excellent

## 6 Inspection and grading history

Date	Type	Gradings
5 Sep 2014	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very Good Management and Leadership 6 - Excellent
18 Nov 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
30 May 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

## Inspection report continued

20 Nov 2012	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent 5 - Very Good 6 - Excellent 5 - Very Good
9 Mar 2012	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed Not Assessed 5 - Very Good
17 Nov 2011	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed Not Assessed 5 - Very Good
12 Jan 2011	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed Not Assessed Not Assessed
13 Oct 2010	Announced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 5 - Very Good Not Assessed
19 Mar 2010	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 5 - Very Good Not Assessed
2 Oct 2009	Announced	Care and support Environment Staffing Management and Leadership	6 - Excellent 6 - Excellent 5 - Very Good 5 - Very Good
4 Sep 2008		Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 4 - Good

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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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ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم الا اذه.

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