

Inspection report

Dollar Academy School Care Accommodation Service

Dollar
Clackmannanshire
FK14 7DU

Inspected by: (Care Commission officer)	Tony Clarke
Type of inspection:	Unannounced
Inspection completed on:	10 December 2010

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Service provided by:

Dollar Academy

Service provider number:

SP2006008024

Care service number:

CS2006114865

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Care and Support	 6	Excellent
Quality of Environment		N/A
Quality of Staffing		N/A
Quality of Management and Leadership		N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

What the service does well

Strenuous efforts are made to listen to and act upon the views of the young people, and of their carers.

They told us that all staff were friendly and helpful, and very willing to listen to them.

Written guidance, good practice and training ensured that all young people and those working with them were safe and protected in all aspects of living and working together. Written instructions were given to staff to provide

individualised support where needed, and these were updated and re-issued on a regular basis.

There was a good balance of time for homework and relaxing leisure time and pursuits. The latter was in line with young people's choices and gave opportunities to help in the local community.

What the service could do better

Various issues which had been discussed with the young people were still being actioned, for example design of a pattern for a glass partition in Heyworth, and temperature controls in the showers at the McNabb House.

What the service has done since the last inspection

A new rector had come into post this year, bringing a new approach to some aspects of the boarding service.

A new houseparent at Heyworth House was going through the induction process.

Renovations had occurred in many areas including a total internal refurbishment of the Heyworth House: the girls living there told us that this had been a good improvement.

A floodlit all weather sports area at McNabb House had been installed. Young people thought this was a very good facility which they looked forward to using more in better weather.

The choice of food at the main dining room, and in each House, was said by young people to be very good, and they told us that their views on the food were listened to and acted on. They felt that the meal provision had improved constantly under the present catering team.

Follow ups to consultation such as questionnaires and meetings were posted on the school's web site to show the results in terms of actions and outcomes.

Conclusion

Overall this service showed itself to be dedicated to improvement in line with the wishes of young people, of families, and in line with best practice. This was clear from the extensive recording of frequent consultation about the quality of the service, and from the ways that outcomes are reported back to the respondents.

There had been considerable work done in recent years to modernise the living environment for the young people staying as boarders.

While there was careful attention to safety and protection, there was equal weight put on allowing young people to face challenges and to respect boundaries which recognised their stage of development and maturity.

Who did this inspection

Lead Care Commission Officer

Tony Clarke

Other Care Commission Officers

Lay Assessor

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

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

- 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.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Dollar Academy, an independent boarding school, was registered with the Care Commission as a school care accommodation service on 1 April 2005. It provides accommodation for pupils, aged 9 to 18 years, from the UK and overseas.

There are three residencies located on the periphery of the school grounds: these comprise Argyll and Heyworth houses for girls and Tait and McNabb, a house for boys since 2007. The maximum roll for boarding was confirmed as 99 in 2006.

Most senior pupils occupy single study bedrooms. Pupils may access a range of facilities including the Maguire building (an arts centre with fitness suite), dining hall, medical centre, library and computer areas, and indoor and outdoor sports facilities.

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

Quality of Care and Support	6 - Excellent
Quality of Environment	N/A
Quality of Staffing	N/A
Quality of Management and Leadership	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

We carried out an unannounced visit to the service between 11 am and 5 30 pm on 10 December 2010.

We met with the Deputy Rector, who is the registered manager, and with assistant house staff, 5 house parents, 14 young people in the boarding service. The manager created many opportunities, at short notice (because of the inspection being unannounced), for young people to take part in the inspection including guiding us on campus and meeting and expressing their views to us.

We looked at the following documentation:

General policies and procedures

Record of training, including First aid, child protection

Accident and incident records

First aid and medication records

Complaint records

Information books and the School development plan

House meetings minutes

Staff meeting minutes

Questionnaire returns and action plans

Suggestions logs

Risk assessments, for H&Safety and outings

The school's website.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

This was very comprehensive, and gave detailed evidence to support the school's own view of how it was grading.

Taking the views of people using the care service into account

Young people were very positive about their life at the Academy. They said, for example: 'Staff are always willing to help, and are approachable and friendly.' 'If it is not possible [what has been asked for], the reasons why are clearly explained to us.' 'We are very well looked after, they couldn't improve it further , 'Excellent' ; 'very good'; 'I hope the showers can be adjusted before I leave the school '.

We saw that the outcomes of consultation were available on the school website.

Taking carers' views into account

We saw a file of correspondence and emails covering feedback received from parents and carers. These were very largely constructive and positive.

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

The school has many ways which allow young people and parents/carers to influence the quality of care and support in the boarding service.

These include a suggestion box in each House which is regularly opened : an action plan is drawn up based on what has been suggested.

There are regular meetings in each house, and significant issues are raised at regular scheduled meetings with the Deputy Rector who is the registered manager of the boarding service.

Young people told us that their issues were usually taken forward: they gave as examples improvements in the food and dining arrangements, adjustment of 'curfew' time which they only occasionally used, but greatly appreciated, and many other details of their day to day life in the school.

There were also questionnaire surveys for parents and more frequently for young people. These were analysed, and action points drawn up for each issue raised.

It is very positive to see that the school has moved to putting a summary of the outcomes and actions from each questionnaire not just in writing, but on the web site so that parents and carers and young people can actively see the outcomes of consultations.

Other means of involvement included: taking account of young people's views in the recruitment of new staff; actively encouraging co-curricular interests for each young person; and using the artwork of the young people in several public areas of the school, such as meeting rooms and the dining room.

There were also examples where young people took items for discussion to the Board of Governors of the school (two pupils are ex officio members of this) for resolution.

Overall it was very clear that the school merited a continuation of the previous grade of excellence awarded for this quality statement in the last inspection report.

As the school's development plan for the current year states, the goal is to ensure continued consideration of the best balance of pupil satisfaction with safety and good order.

Areas for Improvement

The school was energetic in discovering, recording, and acting on areas for improvement based on feedback it received.

Each of the three Houses had its own annual review by the registered manager, and this resulted in a documented development plan with specific goals and targets for each location.

One example was that in one of the Houses, finances were being looked into to fit more modern showers with individual temperature controls for the use of the young people.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 3

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

Service Strengths

Detailed records of individual health needs and medication are maintained in each house. There were clear examples of detailed support being provided where pupils had particular support needs. The care provided had been greatly appreciated by the pupils and the parents.

A named doctor visited regularly and could be seen by the boarding pupils, who were additionally separately registered with their own local GP. There were two nurses, a counsellor and first aid qualified staff to ensure that pupils could have any health needs addressed and referred for outside support if necessary.

In addition to ensuring that each boarder is registered with a dentist, the school has an insurance plan to allow the immediate provision for any of the young people of emergency dental treatment if needed.

There were detailed risk assessments in place, and these were particularly impressive for outings: there was a risk assessment form for all possible contingencies for trips and outings. These included general and trip-specific assessment of potential risk.

The school was also clear that it did not seek to contain and minimise activities, but to give opportunity with appropriate risk management to undertake challenge and new opportunities.

Notably, each pupil had a 'guardian' in addition to their family or carers in the community. This might be a relative, or person nominated by the parents to be a local or accessible point of contact for each pupil.

This ensured that weekends away would be less of an issue should parents be out of the country or otherwise inaccessible. Young people told us that they greatly appreciated this facility, allowing them breathing space where a break from the school environment might be needed, or for other reasons.

The school had a robust approach to protection and safety for the pupils and for those working with them. Any concerns about individual children were brought to the attention of all staff weekly, in writing, to ensure their wellbeing.

There were practice guidelines and clear procedures for staff on child protection, including areas such as physical contact, 'unacceptable behaviour harmful to others', and detailed advice on sources of support, and outside contacts and guidance. Information and guidance took several forms: for young people, for staff and for parents. These were all revised and reissued year on year.

In parallel with the close scrutiny of health and wellbeing, the school successfully maintained a 'family environment with humour and fun, where young people told us that they felt secure and very well cared for, as reflected in their comments to us on the day of the inspection.

This quality statement was previously graded as very good. The detailed information emerging from this inspection evidences improvements: these show it to be grading at 'excellent' in terms of providing for the health and wellbeing of the young people in residence.

Areas for Improvement

The Rector and Deputy Rector had continual close involvement with each House, and as with all areas of the school, the ongoing wellbeing and choices of the young people in residence were important in setting the policy and practice for all staff.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

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 Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Environment - Not Assessed	
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings	
12 Mar 2009	Unannounced	Care and support	5 - Very Good
		Environment	<i>Not Assessed</i>
		Staffing	<i>Not Assessed</i>
		Management and Leadership	5 - Very Good
7 Nov 2008		Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هذه بایتسد ىم وونابز رگىد روا رولکش رگىد رپ شرازگ تعاشا هى

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

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本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

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Improving care in Scotland