

The Mallard Care Home Service

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Springburn
Glasgow
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Type of inspection: Unannounced
Inspection completed on: 16 January 2018

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Care service number:
CS2003000924

About the service

The Mallard is a registered care home for children and young people aged five years and upwards who have a range of disabilities. The service aims to provide support and accommodation, both long stay and short breaks, for up to 12 children and young people.

The Mallard is a purpose-built facility which offers respite accommodation for up to eight young people.

Four young people are accommodated on a long-term basis within The Garratt, an annex to the main building.

Both houses are spacious, well furnished, well equipped and well decorated.

This service has been operating since 2002 and registered with the Care Inspectorate since the Care Inspectorate was formed in 2011.

What people told us

We spoke with one young person and engaged briefly with three young people at inspection. We observed staff interaction with four young people. We saw that young people enjoyed very good relationships with staff. The young person we spoke with told us that he enjoyed living in the service and that he got on well with the staff and felt safe.

We received four completed care standards questionnaires completed by parents/carers on behalf of their young people. Three were very positive and held the service in high regard. They cited the staff and effective communication as major strengths. One returned questionnaire, whilst commenting "the staff are pleasant" and "senior staff are very good", indicated that they felt their young person was having difficulty settling in and that staff "did not understand my son's needs".

In response to the statement, 'Overall, I am happy with the quality of care I get here', one respondent 'disagreed', one respondent 'agreed' and two respondents 'strongly agreed'. In response to the statement 'Staff treat me fairly and with respect', one respondent 'agreed' and three respondents 'strongly agreed'.

Comments included:

"The Mallard takes good care of my child".

"I feel very happy when he is there knowing he is being taken care of".

"Staff contact me if they are unsure about any aspect of his care".

"The Mallard is very clean and the staff are pleasant".

We received five e-mail responses from placing social workers. Views of the service were very positive with effective staffing and management cited as major strengths. Communication was also viewed as effective although one respondent felt that risk assessment could be improved.

Comments included:

"A warm and welcoming atmosphere - a stable and experienced staff team - staff respond appropriately to the health needs of young people".

"The young people have good relationships with staff and the staff seemed to be very knowledgeable about their needs and communication styles - staff are helpful and generally happy to assist with enquiries".

"The young person receives the care he needs in accordance with his additional needs - he is kept safe and helped to maximize his full potential such as involving him in several activities within and out the unit".

"Communication is good - the placement meets young person's needs".

"Staff are very professional, welcoming and appear to be genuinely interested in young people's well-being".

"The unit is very well equipped to stimulate and support young people with Autism and disabilities".

"Staff are very accommodating and work well with the children's school".

"(parents/carers) were happy with the help and support the children received".

"I would not hesitate to refer further children in need of respite to this service - the disabilities team has a good working relationship with the management team and staff group".

"Care and support has been of a very high standard - the staff have been brilliant at supporting young people in terms of achieving their individual goals and educational achievements and aspirations - the atmosphere within the unit is warm and the privacy of individual young person is respected".

"Staff have demonstrated a high standard of professionalism and commitment to providing a high quality of care and support to the young people - staff appear to be knowledgeable and skilful".

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service. The service employed an external agency, 'Customer Service Excellence', to provide an annual audit of practice.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We looked at the quality themes of 'Care and Support' and 'Staffing' at this inspection.

We found that The Mallard, including the Garret, provided very good care and support to young people and their families.

We saw that staff enjoyed very good relationships with young people and their families. Staff had developed very good communication with young people who did not have speech.

Very good assessment arrangements were in place that ensured young people and their families were introduced to the service in a systematic and phased way. These transitions were managed well.

We saw that care plans, including risk assessments, were detailed and regularly updated. Care plans were person-centred and based around the 'Getting it Right for Every Child', SHANARRI (safe, healthy, achieving, nurtured, active, respected, responsible and included) wellbeing indicators. Plans included goals and targets to be achieved.

A very good key worker system was in place that ensured effective care planning and communication with, and the involvement of, parents/carers.

The service listened to parents/carers and other stakeholders with a view to improving practice. We saw that a recent annual survey of young people's and parents'/carers' views indicated that the service was held in high regard.

We saw that the service had very good relationships with education and health colleagues.

The service had established very good links with the Who Cares? Scotland advocacy service and Glasgow City Council Children's Rights.

We found medication and health issues to be managed well.

Young people were supported to attend school, college, work experience and voluntary work. Young people had access to a range of activities within and outwith the houses. These included skiing, swimming, going to a carnival, cinema, walks, trips to museums, art group and music group. Young people were encouraged and supported to use public transport, cafes and restaurants.

A 'Healthy Eating Project' was in operation within the Garret where young people planned the menu, shopped for food and helped to prepare meals.

We formed a view of a skilled, motivated and dedicated management and staff team. Staff demonstrated a very good level of knowledge of the young people's care needs.

The manager was newly appointed but known to the service. Her predecessor was employed by the provider in an advisory role and was supporting the manager in "taking over the reins". This transition was being managed well with staff stating that they felt very well supported by the manager. The manager had an "open door" policy. The external manager was a regular visitor to the service and provided the manager with support and supervision.

We were told of very thorough recruitment arrangements that involved all required checks and references. Staff described a very robust induction programme that included "shadowing" experienced workers.

Staff held a broad range of qualifications ranging from SVQ 3 and HNC through to degree level. All staff were registered, or in the process of registering with, the Scottish Social Services Council (SSSC). Staff we spoke with indicated a very good knowledge of the SSSC Code of Practice.

Staff had access to a range of training and development opportunities including child protection, child sexual exploitation, epilepsy, first aid and autism. All staff were trained in 'Behaviour Support Strategies', a programme of de-escalation and breakaway techniques. Staff did not physically intervene with young people unless it was a "life or death" situation.

A very good supervision and meeting programme was in place that ensured practice was monitored and support provided to staff. Additionally an annual 'Personal Quality Development Plan' was in place for each member of the team.

What the service could do better

The service should continue to improve upon very good care and support arrangements.

The service should continue to promote very good management and staffing arrangements.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
24 Jan 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
25 Nov 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
11 Nov 2014	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
13 Nov 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
19 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Sep 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
25 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
5 Jul 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
30 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Jul 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
9 Jul 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good

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