

# Papdale Halls of Residence School Care Accommodation Service

Papdale Halls of Residence  
Kirkwall Grammar School  
Kirkwall  
KW15 1QN

Telephone: 1856876060

Type of inspection: Unannounced  
Inspection completed on: 26 September 2016

**Service provided by:**  
Orkney Islands Council

**Service provider number:**  
SP2003001951

**Care service number:**  
CS2005112366

## About the service

Papdale Halls of Residence provides co-educational accommodation for pupils aged 12 to 18 years who attend Kirkwall Grammar School. The halls also provide temporary accommodation for visiting groups of pupils from other Orkney schools. The maximum roll is 75.

This service was previously registered with the Care Commission on 1 April 2005 and transferred its registration to the Care Inspectorate on 1 April 2011.

## What people told us

We interviewed 20 young people during the inspection and had dinner with a further eight young people. All were able to express their opinions of the service. All indicated that they were happy with the quality of care that they received. All indicated that they had a member of staff they could approach if they had any problems and all indicated that they were free from bullying and abuse. The following are some of the young people's comments:

- "The menu reflects the things that we like."
- "We get help and support with our homework."
- "Staff treat you very fairly."
- "We get a real good breakfast."
- "We have really good relationships with staff."
- "Staff encourage us to take part in new things; swimming, climbing and gymnastics."

It was not possible to interview parents during this inspection. We did have contact with one parent prior to undertaking the inspection. This individual was extremely happy with the service. We were also able to view parental questionnaires. They, again, indicated high levels of satisfaction with the service. Their comments included:

- "Thank you for all you have done for our family."
- "Our son has benefited from the opportunity to learn aspects of common living."
- "Communication has improved."
- "The new hostel is a fantastic facility."
- "Thank you for your care and understanding."

## Self assessment

The service submitted a self assessment form as requested by the Care Inspectorate. This contained information on what the registered manager and staff thought that they did well and how they thought some things should be improved.

## From this inspection we graded this service as:

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

## What the service does well

Staff were found to be committed and enthusiastic to ensure that young people's needs were met and also that their time spent in the residence was a positive experience. We saw some very positive work with young people to ensure that their interests were promoted and so that their confidence was developed. The service had some very innovative approaches which developed young people's skills and achievement. All young people could have access to the Youth Achievement Awards and the Dynamic Youth Awards. These awards were Scottish Qualifications Authority (SQA) accredited and promoted active participation and improvement. The service had also developed some health programmes for young people to develop their interest in looking after themselves. Staff also provided a course for young people to learn to cook called Confidence to Cook. We also had discussions with the staff about expanding this type of activities to help young people gain skills which would help them move on from the residence.

All staff were aware of the principles of Getting It Right For Every Child (GIRFEC) and had a shared understanding of children's wellbeing. The recording systems had incorporated the SHANARRI indicators (these include safe, healthy, achieving, nurtured, active, respected, responsible, and included). These plans recorded the contributing factors that kept young people healthy. They incorporated targeted areas where young people wished to develop and the strategies the service would implement to ensure that these were met.

Young people could access a local general practitioner (GP) and the service worked very closely with parents to support wider health services. Several young people had continuing support from external health professionals and the service had additional training to help young people manage their health issues. Health needs were tracked appropriately and found to be met. These supported young people to maintain good health.

Staff received training in medication administration. Appropriate procedures were in place for storage, administration, recording, and auditing. Young people had their medication held safely and had it administered appropriately. Those young people who were risk assessed were able and encouraged to self medicate.

Young people took an active part in the service delivery. They had regular opportunities to comment on the service. They were regularly asked for feedback on food. The majority of young people stated that they were very happy with the food and that it was of a high quality. Young people indicated that meals were nutritious and that they had access to healthy options with a salad bar available every night.

The service was a registered Youth Club and encouraged young people to take part in a range of activities. The service had organised activities, such as silver smithing and making creels. Young people accessed a range of on site activities, such as craft making and colouring in for mindfulness. They also had use of the school games hall and provided subsidised swimming once a week. The service also encouraged young people to take part in community groups and, recently, young people had attended a climbing course and karate.

We found that the staff, young people and parents were fully involved in determining the future direction of the service. All staff indicated that they were fully involved in the creation of development plans and that they reflect the improvement areas of the residence. The management team undertook regular quality assurance audits of the residences. This included regular meetings with all staff. These were then used to establish action plans.

In the 2016/17 inspecting year the Care Inspectorate is scoping child sexual exploitation (CSE) practice in children and young people's services. This is part of our contribution to 'Scotland's National Action Plan to Tackle Child Sexual Exploitation' and focusses on frameworks of CSE practice, staff understanding and care planning outcomes. Child protection had a high-profile within the service and the provider was currently in the process of integrating the new national guidance on CSE into the local child protection policy. There was a need for the staff to have a training input on CSE (**see recommendation 1**).

## What the service could do better

The service should continue to develop their action plans to reflect the areas for improvement that young people and their parents have identified for improvement.

There was a need for staff to develop further programmes to help young people enhance their independent living skills. This would help when they move on from the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The service to raise the awareness of staff's knowledge of child sexual exploitation (CSE) through training and development sessions.

**National Care Standards, School Care Accommodation Services - Standard 7: Management and Staffing.**

## 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	
16 Dec 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
15 Jan 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Oct 2012	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	4 - Good
12 Jan 2012	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
29 Jun 2011	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
9 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
24 Jun 2010	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	2 - Weak
10 Sep 2009	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate

Date	Type	Gradings	
		Management and leadership	2 - Weak
19 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 3 - Adequate 3 - Adequate
15 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 2 - Weak 3 - Adequate

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