

| Area for Improvement | Action Required | Who is responsible | Timescale | Evidence of Completion |
|--|--|--|---|---|
| <p>1. In order that young people's wellbeing is supported, the provider should ensure that staff have learning and development opportunities, and apply this in practice. This should include but is not limited to, trauma training. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14).</p> | <p>Training Audit. How do we pull all the fragmented data together</p> | <p>Admin and manager to pull together an up to date training audit</p> | <p>The audit was to be completed by mid-June but it highlighted incomplete and unreliable data.</p> <p>As a result, a new deadline has been set for 31st August. Meeting arranged for WC 29th July when admin manager returns from AL to look at how we pull fragmented data together and agree a system that does what we need it to do.</p> | <p>Additional CPI trainer now qualified - 10/6/24</p> <p>Dates for all to attend training have been set and sent to all seniors to ensure carers attend.</p> <p>CPI Training on 15th & 16th July 2024</p> <p>Janis Kane Jean Donnelly Scott McPherson Aileen Masterman Robert Madeley Vicki Martin Lorna Ferguson Lauren Gillespie All now qualified</p> <p>2nd/3rd September - 8 Participants booked to attend.</p> <p>9th/10th September – 7 Participants booked to attend.</p> |

| | | | | |
|--|---|--|-----------------------------|---|
| | We will introduce “training evaluation forms” which will be designed by Suzi L | Suzi Lenda to design new form. | To be completed by mid-June | Completed by Suzi on 26/5/24 |
| | Training evaluation forms to be completed by everyone for all courses completed or attended. These will be gathered by seniors to ensure completion within 10 days of doing training. These will be sent/given to admin for filing. | All seniors to ensure all their team complete evaluation forms and submit them to admin. | | <p>New training evaluation forms and instruction have been circulated to all seniors on 12/6/24.</p> <p>Completion of these forms is not imbedded as yet and we are having to chase them up.</p> <p>Evaluation forms for CPI training held on 15th and 16th July are on file.</p> <p>Evaluation forms will be given to trainers to distribute to attendees. Admin will have a note of attendees and will chase any outstanding forms.</p> <p>This will be monitored on an ongoing basis as training courses happen.</p> |
| | All individuals are responsible for their own training logs and have a responsibility to comply with the previous action | All individuals overseen by seniors. Monitored in seniors’ supervisions by Manager | Ongoing | Supervision records. |

| | | | | |
|--|--|---|--|--|
| | <p>point to ensure the service has a good record or training and skills.</p> | | | |
| | <p>Skills Audit. What skills do people have, what areas of need do the young people have that we don't have the skills to meet.</p> <p>The skills within the service need to meet the Aims and Objectives and the needs of any young people in the service at any given point.</p> | <p>Manager to work with seniors when the training audit is completed to identify areas for development.</p> | | <p>Audit has been started and has highlighted that the data has gaps and requires input from individual staff to ensure accuracy. Carers have been asked to provide up to date information for admin. Deadline for carers to provide training information to admin by 9/8/24. Email sent to all staff on 24/7/24</p> <p>Admin and manager to have skills audit completed by 29/8/24</p> <p>Manager and Seniors to have meeting to look at additional training needs by 20/9/24</p> <p>We have an email trail to evidence all areas of this task.</p> |

| | | | | |
|--|---|--|---|---|
| | Additional CPI trainer to be identified and trained | Manager | Trainer will be fully qualified and able to deliver training by end of June 24 | Mandy T is now qualified and able to deliver CPI training (June 24) |
| | Nurture training to be refreshed | Manager, Fiona Gilligan, Seniors, Martin M | <p>Dates and content confirmed as :</p> <ul style="list-style-type: none"> • Brain development, ACEs, etc. • Trauma-informed approaches • Boxall Profiles • Nurture Principles 1-6 • Verbal De-escalation • Restorative Approaches & Conversations <p>Martin will book McAdam House on following dates as these days of week suit them best:</p> <ul style="list-style-type: none"> • Tuesday 3.9.24 and Wednesday 4.9.24 • Tuesday 8.10.24 and Wednesday 9.10.24 <p>We spoke about staff who cannot attend either of the above having the offer to join our training at Walker Halls, Troon:</p> | <p>Email trail between Ian, Martin and Fiona evidences dates booked and content/learning outcomes discussed.</p> <p>Attendance will be evidenced by training logs, training tracker and evaluation forms.</p> |

| | | | | |
|--|---|---|---|---|
| | | | <ul style="list-style-type: none"> Thursday 26.9.24 and Friday 27.9.24 | |
| <p>In order that young people have the best possible outcomes and experiences, the provider should ensure that the service implements effective plans and risk assessments. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm" (HSCS 3.21)</p> | <p>Revisit original format</p> <p>locate original format and any guidance relating to this that may be available.</p> | <p>Jackie Green and Ian Scott</p> | <p>Original format of Caring for you (Caring4u) meeting minutes to be sourced and discussed by mid-June.</p> <p>Caring4u minutes to be changed to line with Signs of Safety language.</p> | <p>Updated Caring4u recording format is now in use and can be found in two young people's folders. All new Caring4u meetings will follow the new format. This will be monitored by Seniors and Team Manager through Supervision and overseen by Service Manager and noted in Supervision notes and File Audits.</p> |
| | <p>Explore Set agenda items for C4u meetings. Format and content to be discussed at seniors meeting.</p> | <p>Manager and Seniors</p> <p>Seniors attending meeting on 11/6/24. Ian, Alyson, Jackie and Debbie.</p> | | <p>Layout, headings and subheadings agreed at Seniors meeting on 11/6/24 Using Signs of Safety overarching principals subdivided into relevant headings.</p> <p>The updated format is now in use and can be found in</p> |

| | | | | |
|--|--|---------------------|--|---|
| | | | | two young people's folders to date. |
| | <p>Explore how we link C4u and Risk Assessments to ensure we have a "joined up approach" to risks, personal development and support from carers.</p> <p>Looking for a "common thread or theme" through all relevant documents.</p> | Manager and seniors | | <p>This is still in its infancy. The foundations for this development are being developed/worked on. This is an area that requires all the documentation to be unified and all involved to understand the objective. This is a new approach that carers are not familiar with.</p> <p>Manager working with seniors to develop this from the top down. Initial discussions have been had in Seniors meetings. To date (24/7/24) we have changed Caring4u, Case Note and Risk Assessment layout/language to encourage a "common thread". This can be evidenced by the relevant files in the young people's folders.</p> |

| | | | | |
|--|--|--|--|--|
| | <p>Training and development for carers in Case Note Recording ensuring these link to RA and C4u.</p> | | | <p>This is still in its infancy. The foundations for this development are being developed/worked on. This is an area that requires all the documentation to be unified and all involved to understand the objective. This is a new approach that carers are not familiar with.</p> <p>To date (24/7/24) we have changed Caring4u, Case Note and Risk Assessment layout/language to encourage a “common thread”. This can be evidenced by the relevant files in the young people’s folders. Seniors oversee these file entries and weekly audits have been introduced with an emphasis content of forms/records. These are sent to manager and relevant senior when completed. This can be evidenced by audit and email trails.</p> |
| | | | | |

| | | | | |
|---|--|--|--|--|
| <p>The language used in some Significant Events was “punitive”.</p> <p><i>This shows that some carers don’t understand the purpose of a “significant event form” and/or don’t have a good understanding of Trauma and why a young person may be doing what they are doing.</i></p> | <p><i>More targeted Trauma and CPI training. Training on completing Significant event forms to be designed and delivered on D Days with an attendance tracker and feedback forms used.</i></p> | | | <p>CPI training has been delivered to some carers and the others are booked. Dates and names listed above.</p> <p>We are currently in the “summer program” and carers are working with the young people on development days.</p> <p>Feedback forms have been completed and filed by those who have been trained and this will be the case for those training in the coming months.</p> |
| | <p><i>Formal CPI, Trauma and Nurture training to be available and accessed by all who need to attend or need a refresher</i></p> | | | <p>Dates and numbers as listed above.</p> <p>Registers and feedback forms will be completed and filed.</p> |
| <p>Significant Events are robust and working well however need more post event analysis linking into RAs and C4u’s. “What could have been done that wasn’t”. Have debriefs after incidents. Develop staff</p> | <p><i>Developing a more informative tracking system and including monthly reviewing by manager and relevant key teams would identify patterns and areas for targeted intervention.</i></p> | | | <p>We are developing a new spreadsheet to track significant events as the one in place isn’t effective. The deadline for this is 29/8/24</p> |

| | | | | |
|--|--|--------------------------------|--------------------------|--|
| <p>skills at gathering feedback post incident</p> | | | | <p>Manager has oversight of every significant event as can be evidenced by in-depth comments on the reporting form as well as signature.</p> |
| | <p>Debriefs after every significant event was suggested by the inspector however <i>debriefs after every incident would put a significant strain on time, would also dilute the effectiveness. Linking feedback and event analysis would need to be trauma informed. We need to explore a balanced approach.</i></p> | <p>Senior Team and manager</p> | <p>End of October 24</p> | <p>Limited progress on this area. To date we have analysed SAC debrief paperwork and feel its too generic for our purposes. Research into a better model has been started and manager will develop model/paperwork and seek approval then implement it.</p> <p>Deadline for initial proposal 30/9/24</p> |
| <p>Carers have a good knowledge of the young people and safety issues <u>but not Emotional Safety</u></p> | <p>Carers have a good working knowledge of the day to day needs of the young people but need more understanding of their emotional safety. Nurture sessions to be completed on a regular basis for each young person and link the information/outcomes to C4u's and RA's</p> | <p>Manager and Seniors.</p> | | <p>We have met with Dawn Parker from the Champions Board on 5/6/24 and discussed training for carers and the reintroduction of regular visits to the house by the Champions Board. This will enable us to get more feedback from the young people around their feelings and how they are impacted by the care they</p> |

| | | | | |
|---|---|---|----------|--|
| | | | | receive. We will use this information to inform our practice and planning/recording. Email sent to Dawn on 24/7/24 asking for update on when regular visits will commence. |
| RAs- Process working well but would benefit from being SMARTer, more clarity on exactly the risk and more information around the young person Baseline and Recovery and what these look like. For example what does “emotionally dysregulated” look like. More detail on “what needs done” and some method of tracking this. | RA’s need to link more to the C4u information and the specific young persons developmental needs and what has collectively been identified as areas for work/support. | Manager and Seniors. | | As above |
| Inspector suggested that we implement a strategy for young people leaving the house. Different carers seemed to have different opinions. This links back to carers not utilising RAs and acting on what they have heard in | Previous formats of C4u’s may provide ideas. Links to “Keeping Safe Plans” and RA’s would help evidence the common thread through pieces of work. Training for carers on RA’s Completing them | Team to be identified to develop and deliver training. Training to be implemented on a development day | Manager. | This hasn’t been actioned to date. Deadline for this set for 30/9/24 |

| | | | | |
|---|--|--|--|------------|
| changeovers or their own opinions. | Updating them Using them appropriately. | | | |
| | | | | |
| Domestic staff to complete Level 1 CP Training | | | | Completed. |
| | | | | |