

Papdale Halls of Residence School Care Accommodation Service

Papdale Halls of Residence
Kirkwall Grammar School
Kirkwall
KW15 1QN

Telephone: 01856 876 060

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Unannounced

Completed on:
29 May 2025

Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

Service no:
CS2005112366

About the service

Papdale Halls of Residence provides co-educational accommodation for pupils who attend Kirkwall Grammar School. The halls provide for a maximum of 87 young people at any one time. That is; 75 young people between the age of 11 - 19 years and 12 additional young people in emergency situations. The service is provided during school terms.

About the inspection

This was an unannounced inspection which took place on 6th May 2025 between 6.15pm & 8pm and on 7th May 2025 between 10am & 8.15pm. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with 18 young people using the service and received feedback from parents/carers
- spoke with nine members of staff and management
- observed practice and daily life
- reviewed documents

Key messages

- Almost all young people felt safe and supported by staff who showed compassion and warmth to young people in their care.
- There was improved communication with partners.
- The provider's updated safeguarding procedures were nearing completion.
- There was commitment from managers to ensure improvement to safeguarding practices.
- Medication practices had improved.
- Personal plans for young people contained SMART (specific, measurable, achievable, realistic and timebound) outcomes.
- The physical environment was vibrant and welcoming.
- The quality of meals and snacks continued to be of a high standard.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support children and young people's rights and wellbeing?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support children and young people's rights and wellbeing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and young people and clearly outweighed areas for improvement.

With the exception of one young person who did not feel that aspects of bullying were always addressed effectively, all other young people who helped to inform this inspection process, told us that they felt safe and supported while living in Papdale Halls. Their views, in general, were very positive about daily life and responses from parents/carers were overwhelmingly favourable. Some of their comments included; 'The staff are very caring and ensure their needs are met' and 'They (young people) are given the chance to broaden their choices through their education and strengthen their sense of responsibility'. 'As parents we always felt informed and involved'.

In our discussions with staff and from review of records, it was clear that there was a good understanding of the needs and wishes of young people. This was supported through more effective communication with partners, including and primarily with, education colleagues. There was an improved approach by managers toward securing the necessary information to safeguard young people and to fulfil their duty to notify the Care Inspectorate in line with regulations and guidance. Where young people had been subject to concern about their safety and welfare, the action taken by managers, provided assurance of their commitment to ensure that appropriate safeguards were in place. The compassion and warmth shown to all young people day to day and more specifically in times of personal challenge, was acknowledged by young people, some of whom, sought emotional support from staff who knew them well.

Since the last inspection, there was evidence of improvement regarding many key aspects of practice. Additional safeguarding training had taken place for most staff. Enhanced training for managers had supported an improved knowledge of safeguarding practices, with a variety of correspondence demonstrating a more effective approach to raising and responding to protection concerns. The provider's updated safeguarding procedures were nearing completion and we were encouraged by the attentiveness to ensuring these were in place.

Evidence demonstrating a more developed culture of openness in respect of safeguarding practices, included a thoroughness when seeking all relevant circumstances for young people, including those for whom Papdale Halls had been identified as their future living environment, during school term time. Regular meetings with education colleagues had enabled routine opportunities, where sharing important information, was both welcomed and critical to staff, if they were to meet the needs and wishes of all young people in their care. Further to this, management meetings provided another layer of oversight, with a focus on safety and wellbeing of young people. The participation of the external manager in a range of forums, helped to promote a shared understanding of the experiences and outcomes for young people living in the Halls and offered further evidence of commitment to improving standards of practice.

Others aspects of progress were noted, with regard to medication practices, where revised approaches to managing medication was observed. Personal planning with young people likewise was more fully evidenced at this inspection, including tracking progress and regular review. It was acknowledged that personal plans for some young people could be further developed through use of SMART outcomes and we will review this at the next inspection.

Respectful relationships with young people created a relaxed environment. For those who wished to participate in planned activities, the options were wide ranging and fun. One event well attended was the water fight for school leavers. Always a popular activity and it was good to see creative arts used around the Halls, to celebrate those young people who were moving on. We found a consistent theme to educating young people and responding to their suggestions. From visual displays promoting the growth mindset, helping young people to develop positive language to recycling facts, the Halls was a vibrant place to live.

The quality and choice of food, was once again very well received by young people. The catering team worked hard to ensure that all young people's dietary needs and preferences were met. We were aware of recent staff changes to the catering team during the inspection visit and this had created uncertainty about future arrangements. With regard to staffing more broadly, we noted reference to the impact of staff absence and we observed care staff providing support to catering duties during our visit. We were assured by senior leaders that there would be no expectation of care staff providing this support, when alternative arrangements are secured. As the quality and choice of food has been and continues to be a key strength of the service, we would encourage a timely solution to any arrangements which may impact upon the experiences of young people.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

With immediate effect, the provider must ensure the health, welfare and safety of all young people,.

To do this, the provider must at a minimum:

- a. ensure that there are clear child protection procedures for staff working in the service and that these are up to date.
- b. ensure that effective safeguarding training is in place.
- c. ensure that child/adult support and protection and safeguarding concerns are reported to the appropriate agencies.
- d. Notify the Care Inspectorate in line with regulations.
- e. ensure that external leaders who play an important role in safeguarding, make an effective and sustained contribution to service improvements.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This requirement was made on 28 November 2024.

Action taken on previous requirement

With regard to this requirement, the following evaluations were made.

- a. The provider's updated child protection procedures were in draft form and were nearing completion. These procedures, shared with staff, were critical to safeguarding children and young people from harm, by identifying, responding to, and preventing situations where they may be at risk. This element of the requirement was met.

b. During discussion with managers and senior staff, we were satisfied that recent enhanced safeguarding training, undertaken by this group, had been effective. Evidence of professionally curious responses and increased confidence, when faced with safeguarding concerns, demonstrated progress, arising from this training. This element of the requirement was met.

By refreshing safeguarding training, for the remaining members of staff, most of whom had attended, this training supported their understanding of types of harm, their role and responsibility in recognising and responding to concerns about harm, understanding the processes and importance of information-sharing and of the processes that children's services and other professionals take to assess and support any child at risk of harm. We were satisfied that staff had a basic awareness of child protection, with others communicating a higher level of awareness. This element of the requirement was met.

c. Whilst we advised that it would be helpful to develop relationships with all key partners, we were satisfied that managers had reported concerns to the appropriate agency. This element of the requirement was met.

d. The Care Inspectorate had been routinely notified in line with regulations and guidance. This element of the requirement was met.

e. The involvement of the external manager at a range of forums, had influenced safeguarding concerns, and more broadly had supported service improvements. This element of the requirement was met.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure all young people receive high quality care and support, the provider should:

- Make a record of all medicines entering the building.
- Ensure that all medicines are/remain in original packaging and review is dynamic, given the potential for changes to young people's ability to manage their own medicines.
- State clearly, the purpose of all medicines and their possible side effects.
- Create clear links to young people's personal plans and risk assessments, where they are taking medication.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance and

This area for improvement was made on 29 November 2024.

Action taken since then

- a. The provider had reviewed medication practices to include being aware of all medicines entering the building.
- b. All medicines were in original packaging and through improved dynamic assessment, self administering by young people, was now subject to closer review.
- c. We found that records stated the purpose of medicines and the potential side effects.
- d. A sample of personal plans and risk assessments were reviewed and we found that there was a clear link to medicines taken by young people.

This area for improvement was met.

Previous area for improvement 2

To ensure that care and support needs and wishes of young people are fully supported and enabled, the provider should improve upon existing personal plans. These should be SMART and should include key aspects of young people's needs and wishes.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This area for improvement was made on 29 November 2024.

Action taken since then

In most instances, review of young people's personal plans showed good evidence of SMART outcomes. Plans were well connected to young people's wider needs and wishes, with tracked progress, informing the review process.

This area for improvement was met.

Complaints

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

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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