

No 76

Care Home Service

76 Hendry Road
Kirkcaldy
KY2 5DD

Telephone: 01592 206586

Type of inspection:

Unannounced

Completed on:

5 August 2019

Service provided by:

Starley Hall School Ltd

Service provider number:

SP2004006683

Service no:

CS2004073475

About the service

No 76 has been registered with the care inspectorate since 2011 and was previously registered with the Care Commission.

No 76 is a care home service for up to four young people between. The service operates from a semi detached house in a residential area and is close to public transport, shops and schools. The home has four single rooms, each with en suite facilities. There is an open plan lounge, dining room and kitchen for use by the young people and staff. There is a small garden to the rear and parking spaces at the front.

The service is provided by Starley Hall School Ltd, a private limited company which operate a residential school accommodation service and three community houses of which No 76 is one.

At the time of the inspection, three young people were using the service.

The service aims "to provide a safe, secure, protective home for children and young people where they feel valued and accepted". Their approach is rights based, child centred and individualised.

What people told us

We spoke with two young people who used the service and who had also completed questionnaires we sent out prior to the inspection.

Both young people told us they were happy with the quality of care they received. Young people told us they could make choices in their day to day lives in relation to how they spent their time, what they wore, what they ate and could individualise their bedrooms.

Young people told us they had very good relationships with staff and felt staff advocated well for them and were proud of their achievements.

All young people knew they had a care plan and told us that staff regularly spoke to them about their lives and what they wanted for their future.

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 wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

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 wellbeing?

5 - Very Good

We saw that children experienced positive and enduring relationships with staff who worked well together to build secure relationships with the children and young people they were looking after. The stability of the staff team ensured continuity of relationships even where young people had moved on. Over the last year, the service had actively supported two young people to move on to their own accommodation and plans were in place to support another young person once housing has been identified.

Positive language and physical comfort helped young people to trust the people looking after them. Staff advocated for young people and celebrated their achievements.

Appropriate training and reflective practice supported staff to understand the child/young person as a unique individual shaped by their experience. This allowed them to develop appropriate empathy and understanding of young people's behaviour.

We saw a strong culture of respect throughout the service. Staff spoke with young people in a calm and respectful manner and ensured their information was stored and used confidentially. Discussions about being kind and considerate were a key part of life in the service. The service encouraged children and young people to evaluate their experience against the five key principles of the Health and Social Care Standards. They listened to their views, were interested in what young people thought and took action where this was appropriate.

We saw that young people had very good levels of choice in their daily lives. They could individualise their rooms, choose what they wore, what they ate and how they spent their time. Good staffing levels meant that young people could be actively supported to take part in activities aimed at developing social skills and also to have fun. Photographs displayed throughout the house provided lasting memories of their time in No 76.

Relationships with family and friends were actively encouraged and supported, if necessary, with staff travelling with young people, financially supporting contact and emotionally reassuring young people where this was needed.

Attendance at work and education was encouraged and we saw young people of school age attending school regularly. Good relationships with education staff meant that issues were identified and addressed as soon as possible. However, where young people were not in education due to having left school, we thought the service should expect more structure in young people's days particularly where the plan was moving onto independent accommodation. The service needed to reflect on how they reached a balance between having clear expectations of young people and nurture. We appreciated that this was perhaps more difficult for a nurturing staff group and environment.

Young people were encouraged to identify their own goals and aspirations and staff supported them to achieve these.

Young people told us they felt safe within the service and we were satisfied that staff were appropriately knowledgeable about their roles and responsibilities in relation to protection. Additional safeguards were in place in relation to advocacy arrangements for young people with placing social workers visiting regularly and independent advocates also involved. A therapeutic approach to caring, based on secure attachments and child development was evident in the everyday operation of the service. Staff understood how traumatic early life experiences could impact on children and young people and took steps to try and address some areas which may have been compromised by for example setting stable routines and bedtime reading.

Transitions and changes in young people's lives were dealt with sensitively in an individualised way and strategies to support children were regularly reviewed and changed in line with what was needed.

All young people were in good physical health, supported by regular primary care check ups and treatment, as well as access to specialist provision. Health needs and health reviews were actively followed up. Medication procedures were in line with good practice and two young people self administered their medication following risk assessment.

In conclusion, we saw major strengths in relation to how well the service supported the wellbeing needs of children and young people. We noted some minor areas for improvement but these did not have a significant adverse impact on young people using the service. This has informed the grade of very good.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

Comprehensive assessments compiled from historical information were in place at the start of a young person's placement and developed over a 16 week period into a very good quality comprehensive analysis of young person's needs and how these could be met. This assessment formed the care plan for the young person and supported staff to adopt approaches based on research, guidance and good practice.

An overview of the care plan provided good indicators of progress towards goals and identified next steps.

Young people told us that staff spoke to them regularly about their plan and through these discussions they could influence how their care was delivered. We saw that children and young people were actively involved in identifying their own aims and aspirations which formed part of the plan and we could see that staff actively supported them to achieve these.

We thought the process of reviewing the plan and the accessibility of the plan to young people could be improved. The service had developed new accessible formats of the care plan for young people and were introducing these at the time of the inspection.

In conclusion, we saw major strengths in care planning. The areas we have identified for improvement were being addressed by the service and did not impact on the quality of care planning overall. This has informed the grade of very good.

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 wellbeing?	5 - Very Good
1.1 Children and young people experience compassion, dignity and respect	5 - Very Good
1.2 Children and young people get the most out of life	5 - Very Good
1.3 Children and young people's health benefits from their care and support they experience	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects children and young people's needs and wishes	5 - Very Good

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