

# Tall Trees Care Home Service

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Dunfermline  
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**Type of inspection:**

Unannounced

**Completed on:**

7 November 2019

**Service provided by:**

Starley Hall School Ltd

**Service provider number:**

SP2004006683

**Service no:**

CS2007145372

## About the service

Tall Trees has been registered with the care inspectorate since 2011 and was previously registered with the Care Commission.

Tall Trees is a care home service for up to five young people. The service operates from a detached house in a residential area of Dunfermline and is close to public transport, shops and schools. The home has six single bedrooms, two with en-suite facilities. There is an open plan lounge, dining room and two kitchens 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 Tall Trees is one.

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

The service aims 'to provide the highest standard of care and support to children and young people' by providing '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 four young people who used the service and who had also completed Care Standards Questionnaires (CSQs) we sent out prior to the inspection.

All 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 cared about them, advocated well for them and were proud of their achievements.

Some comments included:

- 'This is a great house'.
- 'Here is good'.

All young people knew they had a care plan, but some were unclear what that looked like and whether it was reviewed. However, all the young people 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, supportive and enduring relationships with staff who worked well together to build secure relationships with the children and young people they were looking after and those who had recently left the service. We observed appropriate physical affection, offering comfort to young people and supporting them to learn about boundaries around touch.

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. Humour was used effectively and 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 (HSCS). They listened to their views, were interested in what young people thought and took action where this was appropriate.

Young people exercised a high degree of choice in their everyday lives and received regular encouragement to do so in a positive, well-informed way. They were supported to maintain contact and meaningful relationships with family members and others who were important to them.

Good, considered 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 Tall Trees.

All young people who lived in Tall Trees attended college or school and some individual programmes of educational support had been negotiated to maximise the achievements of young people. Good relationships with education staff meant that issues were identified and addressed as soon as possible.

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 issues. However, we discussed with the manager the need to ensure that staff are aware of adult protection matters given the increasing age of young people living in the service. Additional safeguards were in place in relation to advocacy arrangements for young people with placing social workers visiting regularly and independent advocates also involved. Staff made real efforts to find a balance between keeping young people safe, avoiding being risk-averse, and supporting the development of self-regulation and choice in line with their age.

Staff described a nurturing approach to care based on trusting relationships, providing a homely environment and developing consistent routines for young people. We assessed that staff had some understanding of 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. This ensured an individualised approach to care to which young people responded well. Some staff were better able to articulate this approach than others.

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 although we discussed with the service some minor areas they could develop in relation to auditing.

Staff were aware of young people's food habits, likes and dislikes. They encouraged the development of healthy eating whilst at the same time respecting lifestyle choices. At the time of the inspection the young people and staff were enthusiastic about the introduction of a 'Come Dine with Me' competition which involved a young person and staff member working together to provide a two course meal within a set budget. We saw this as a fun creative way to support young people to develop a range of life skills.

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. Although all young people could access their plan we thought that accessibility 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](http://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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