

The Bungalow Care Home Service

72 Turnberry Drive
Kirkcaldy
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Type of inspection:

Unannounced

Completed on:

20 November 2019

Service provided by:

Starley Hall School Ltd

Service provider number:

SP2004006683

Service no:

CS2012310747

About the service

The Bungalow is a care home service for up to three young people. The service operates from a detached house in a residential area and is close to public transport, shops and schools. The home has three single rooms for young people and a separate sleeping in room for staff. There is a lounge, which is also used as a dining room, a kitchen and two bathrooms for use by young people. There is a small garden to the rear and parking spaces at the front and side of the building.

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 The Bungalow is one.

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

The service aims "to provide a safe and nurturing environment that is suitable for the young people who reside here. We endeavour to demonstrate person-centred care whilst promoting key principles, as detailed in the Health and Social Care Standards (HSCS)."

In addition, the service aims to support young people to be included in their community safely, whilst respecting their rights to take appropriate risks and to pursue hobbies and pastimes.

The service registered with the Care Inspectorate on 18 January 2013.

What people told us

One Care Standards Questionnaire (CSQ) was completed by a young person who had lived in the service for some time. However, one young person did not wish to meet with us during our visit and the other young people, who had only recently started using the service, had various commitments, which meant they were not available to meet with us. We did speak with the social workers of both these young people.

We assessed that both young people and their social workers were happy with the quality of care young people received. Young people could make choices in their daily lives and enjoyed positive relationships with staff.

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

Young people told us through completed Care Standards Questionnaires (CSQs) that they trusted the adults looking after them to treat them fairly and with respect, to know their needs and their wishes and to look after them if they were poorly. Social workers echoed this view, telling us they felt reassured that the service could meet young people's needs and that young people trusted and relied on staff. Staff spoke affectionately about the young people in their care. They wanted the best for them, they actively listened to their views and carefully recorded their hopes and aspirations for the future.

Young people told us through CSQs that they could make choices in their daily lives about what they wore, what they ate, their rooms and how they spent their time. Staffing levels meant staff were always available to support young people in their chosen activities and often attended activities with them.

Young people could choose how and when they saw their family and friends and they were supported by staff to manage relationships, even where these were difficult. This helped young people to make good decisions and to build resilience.

We saw that staff had actively advocated for young people to access appropriate learning and development opportunities and both young people were attending college. Staff spent time with young people talking through issues and supporting them to make decisions about any supports they needed and how to access these, as well as discussing the future.

Young people told us through CSQs that they felt safe from bullying and abuse within the service. We saw that staff were confident in their roles in terms of child and adult protection. Additional safeguards were in place in relation to advocacy arrangements and regular visits from young people's social workers. This ensured that young people always had an adult to speak to. We saw that appropriate arrangements were in place to keep young people safe whilst avoiding being risk averse.

Staff understood the impact of trauma on young people's lives. A range of training supported reflection on practice. We saw an approach based on building trusting relationships, providing continuity and stability and promoting and celebrating success. This supported a consistent, individualised and nurturing approach to care.

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.

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.

In conclusion, we saw major strengths in relation to how well the service supported the wellbeing needs of children and young people. 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 through CSQs that staff spoke to them regularly about their plan and through these discussions they could influence how their care was delivered. We saw that 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 were working on developing a more cohesive format for care planning and new accessible formats of the care plan for young people.

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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