

Report To: Inverclyde Integration Joint Board **Date:** 7 November 2017

Report By: Louise Long
Corporate Director, (Chief Officer)
Inverclyde Health and Social Care
Partnership (HSCP) **Report No:**
IJB/56/2017/SMcA

Contact Officer: Sharon McAlees
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Criminal Justice **Contact No:**
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Subject: INSPECTION OF RESIDENTIAL CHILDREN'S SERVICES

1.0 PURPOSE

1.1 The purpose of this report is to advise the Integration Joint Board of the outcome of the inspection carried out by the Care Inspectorate in respect of Kylemore residential childcare services completed on 15th August 2017

2.0 SUMMARY

2.1 Inverclyde Residential Childcare Services are subject to annual inspections by the Care Inspectorate. The Care Inspectorate is an independent scrutiny and improvement body which regulates care services across Scotland ensuring that service users receive a high level of care and support.

2.2 A full public report of the inspection and grades is available on the Care Inspectorate website.

2.3 The service was graded on how it performed against two quality themes. The summary of the grades awarded is as follows:-

1. Care and Support 6 Excellent
2. Management and Leadership 6 Excellent

3.0 RECOMMENDATIONS

3.1 The Integration Joint Board is asked to note the outcome of the Inspection report.

Louise Long
Corporate Director, (Chief Officer)
Inverclyde HSCP

4.0 BACKGROUND

- 4.1 All of Inverclyde's residential childcare services are registered with the Care Inspectorate and are inspected on a regular basis. An unannounced inspection was completed on Kylemore on 15th August 2017.
- 4.2 The inspection focused on two quality themes:-
- Quality of Care and Support
 - Quality of Management and Leadership
- 4.3 Following discussions with young people, parents, staff, managers and external professionals including a review of written evidence, the service was graded as performing at an excellent standard in both quality themes.
- 4.4 The Care Inspectorate noted that young people living at Kylemore benefited from a stable and nurturing environment where strong relationships and rights based approach enabled them to build resilience and confidence.
- 4.5 The rights based leadership culture has continued to develop through the UNICEF Rights Respecting Units framework supported by the Children's Rights and Information Officer. Kylemore is a sector leader in the implementation of the UNICEF accredited award and has recently been awarded accreditation at Level One which we are informed is world leading.
- 4.6 The Care Inspectorate highlighted the commitment of the Police Liaison Officer who has enabled young people to have a good understanding of how Police Scotland can promote their safety and wellbeing.
- 4.7 The service was noted to provide a high level of support to families and had sought to develop ways that increased direct work with families and encourage parents to participate fully in their children's lives.
- 4.8 No recommendations or requirements were issued and the service was advised that it should continue to evidence the excellent standards achieved during the inspection.

5.0 IMPLICATIONS

FINANCE

5.1 Financial Implications:

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
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LEGAL

5.2 There are no legal issues within this report.

HUMAN RESOURCES

5.3 There are no human resources issues within this report.

EQUALITIES

5.4 There are no equality issues within this report.

Has an Equality Impact Assessment been carried out?

	YES (see attached appendix)
	NO – This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

5.4.1 How does this report address our Equality Outcomes.

- 5.4.1.1 People, including individuals from the above protected characteristic groups, can access HSCP services.
- 5.4.1.2 Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.
- 5.4.1.3 People with protected characteristics feel safe within their communities.
- 5.4.1.4 People with protected characteristics feel included in the planning and developing of services.
- 5.4.1.5 HSCP staff understand the needs of people with different protected characteristic and promote diversity in the work that they do.
- 5.4.1.6 Opportunities to support Learning Disability service users experiencing gender based violence are maximised.
- 5.4.1.7 Positive attitudes towards the resettled refugee community in Inverclyde are promoted.

CLINICAL OR CARE GOVERNANCE IMPLICATIONS

5.5 There are no governance issues within this report.

5.6 NATIONAL WELLBEING OUTCOMES

How does this report support delivery of the National Wellbeing Outcomes.

- 5.6.1 People are able to look after and improve their own health and wellbeing and live in good health for longer.
- 5.6.2 People, including those with disabilities or long term conditions or who are frail are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.

- 5.6.3 People who use health and social care services have positive experiences of those services, and have their dignity respected.
- 5.6.4 Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.
- 5.6.5 Health and social care services contribute to reducing health inequalities.
- 5.6.6 People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.
- 5.6.7 People using health and social care services are safe from harm.
- 5.6.8 People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.

6.0 CONSULTATION

- 6.1 This report has been prepared by the Chief Officer, Inverclyde Health and Social Care Partnership (HSCP) after due consultation.

7.0 LIST OF BACKGROUND PAPERS

- 7.1 Care Inspectorate Report.

Kylemore Care Home Service

13 Kylemore Terrace
Greenock
PA16 0RY

Telephone: 01475 715789

Type of inspection: Unannounced
Inspection completed on: 15 August 2017

Service provided by:
Inverclyde Council

Service provider number:
SP2003000212

Care service number:
CS2003001106

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was registered with the Care Inspectorate on 10 December 2014.

Kylemore is a purpose built residential children's house. It is located in a residential area of Greenock. The service provides care and accommodation for up to six children and young people who are Looked After and Accommodated by the local authority. At the time of this inspection, there were six young people living at the service.

A bespoke design, Kylemore offers quality accommodation, with two large lounges, kitchen, dining room, sun room, individual bedrooms with ensuite facilities and additional bathing/toilet facilities. Outside space is laid mainly to lawn, with an area of decking. The garden is enclosed and offers ample space for outdoor play and relaxation.

The aims and objectives include; "to provide a person centred approach which will incorporate a holistic assessment of need for each individual young person, taking account of their own life experiences. In doing so, individual care plans will be tailored to meet these effectively within an environment that promotes safe caring".

What people told us

We met with four young people and two parents using the service. Young people, who were long term residents, provided very positive feedback about their care and support. These were some of their comments:

"I'm feeling good about myself. I'd like to stay here for a while longer. I see them as my family"

"I don't know where I'd be if I hadn't come here. It's the best decision I've ever made. They tell me all the time that I'm wanted. I get something from everyone and I think XX is the best worker. She's fantastic at her job. I'm excited about my future. I want a house of my own and you know they couldn't do more for me".

"I paid off my car and now I want to save for a house".

"I'm going to college and I'm practicing for my driving theory. Well kind of.."

Other young people showed us a DVD compiled by students placed at the service in the months leading up to this inspection. The young person was able to answer our questions about the purpose of the DVD and expressed full awareness of the children's rights framework. The young person also took pride in showing us their bedroom, where they felt comfortable within the highly personalised private space. Another young person spoke to us in a relaxed manner, happy to chat about their experiences of the recent holiday and about plans for their future.

Overall, young people appeared to feel respected and valued by those working at the service.

Parents visiting their children agreed to speak with us during the inspection. Both parents expressed that they were very happy with the care and support for their child and about the good communication between staff and themselves. Both, routine visitors, parents commented that they are always warmly received by staff and feel included in decisions affecting their child. Feedback from other families, through service questionnaires, confirmed similar levels of satisfaction.

Self assessment

We did not require the provider to submit a self assessment document for this inspecting year.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

During this inspection, we considered the quality themes of Care and Support and Management and Leadership. Further to discussions with young people, parents, managers, staff and external professionals and review of written evidence, we concluded that the service was performing at an excellent standard for both quality themes.

The young people living at the service benefited from a very stable and nurturing environment encouraged by a rights based approach to meeting their needs. Through extremely strong and stable relationships with staff, all young people were achieving to the best of their ability. For some, this meant that they were attaining the highest possible standards within education, while others demonstrated their commitment to achieving their goals through sustained employment. We found that young people's wider learning needs, such as, developing resilience and self confidence, were fully supported by staff who tenaciously advocated for their right to be fully included in decisions affecting their lives when securing access to the most appropriate education support to maximise their potential. Similarly, when seeking to explore personal interests, young people's talent, in areas such as music, was rewarded by long standing and meaningful commitment to purchasing equipment to promote physical and mental wellbeing, should the young person's interest be sustained.

An example of superbly well embedded coordinated support was evidenced through the commitment of the service to promote regular involvement of the Police Liaison Officer. A routine visitor to the house, this highly committed professional worked tirelessly to build relationships with young people and improve their understanding of how Police Scotland could promote their safety and wellbeing. We also found that through involvement in a range of carefully planned activity, such as, climbing Ben Lomond to raise funds for a charity chosen by the young people, this Officer's participation complemented the existing trusting relationships between young people and contributed to the generous spirit of young people to help others less fortunate.

A key strength of the service involved their ability to help young people to feel respected. Listening to young people's views was central to decision making and we found that by consulting with young people, prior to participating in a typical family holiday, young people were supported to overcome the impact of inequality and to create memories to carry forward into their lives. Further examples of listening to young people's views included support for those who wished to celebrate significant family events and we found that preparations were carefully managed to ensure that young people felt incredibly included and respected.

The rights based leadership culture continued through the Rights Respecting Units framework, with Kylemore being a world leader in the implementation of this United Nations (UNICEF) accredited award, the global charity whose principles are based on the United Nations Convention on the Rights of the Child (UNCRC). We observed that on one occasion, where young people were aware of countries not yet signed up to the UNCRC they were able to teach others, including the Children's Rights Worker, of their understanding. We also found that a collective decision by young people to secure a puppy for the benefit of everyone living at the service, had encouraged them to demonstrate natural affection and warmth toward this new addition, embracing this opportunity to include another member in their family tree. Through strong insightful practices, taking account of young people's right to be listened to and taken seriously, the service had created further means of providing a particularly nurturing and therapeutic environment in which young people flourished and felt valued.

Responsible role modelling, by both young people and staff, promoted a distinctly positive culture within the service. We found that young people responded positively to the example set by others. In one instance, this was evidenced through the commitment to encourage driving lessons for those young people aged to participate. Some young people had successfully passed their driving test and had purchased a car through their own earnings and this had encouraged others to recognise their potential to achieve a similar outcome. It was testament to the extremely proactive management within the service, that young people were supported to believe that they could succeed in developing skills which would help to prepare them for adult life.

Support for families played a highly important role in teaching young people about trust and cooperation. Since the last inspection, we found that the service had sought ways to increase work with families. This included careful consideration of the skill and knowledge of existing team members, to maximise support for families. Patient and consistent communication with family members helped to secure their involvement and in turn, promoted a strong sense of belonging and inclusion. We met with two parents who spoke extremely highly of the support they received and review of further feedback from families confirmed the very positive impact the service had on them and their children. It was clear that families were active participants in their children's lives and to further enhance family relationships, we found that well embedded multi agency involvement, had allowed an important piece of work to be introduced to one young person to support their understanding of experiences of early family life.

To fully support a focus on continuous improvement, the service development plan was compiled further to the involvement of young people and staff. We found that the service had made positive progress in relation to all aspects of the plan, with key priorities supporting improvements. Passionate leadership and a positive learning culture, encouraged all staff to fully contribute within their role. We found that staff were supported to mentor social care and social work students on placement, contribute to organising a football event with young people to promote Article 31 of the UNCRC, that "Every child has the right to relax, play and take part in a wide range of cultural and artistic activities" and to provide key support to new colleagues when adopting their role in overseeing young people's care and support. In ensuring that young people, staff and other key stakeholders were critically involved in providing wrap around support for young people, we concluded that the service had continued to improve and was performing at an excellent standard.

What the service could do better

We advised the service that they should continue to evidence the excellent standards achieved during this inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings
30 Jun 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
15 May 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
29 Jul 2014	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
3 Sep 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 6 - Excellent Management and leadership 5 - Very good

Date	Type	Gradings
28 Feb 2013	Announced (short notice)	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
31 Aug 2011	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing Not assessed Management and leadership Not assessed
24 Jan 2011	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
27 Jul 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
19 Mar 2010	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
5 Oct 2009	Announced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
11 Feb 2009	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
15 Oct 2008	Announced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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