

**Report To:** Health and Social Care Committee    **Date:** 11 October 2018

**Report By:** Louise Long  
Corporate Director, (Chief Officer)  
Inverclyde Health and Social Care  
Partnership (HSCP)    **Report No:**  
SW/45/2018/SMcA

**Contact Officer:** Sharon McAlees  
Head of Children Services and  
Criminal Justice    **Contact No:** 01475 715365

**Subject:** INSPECTION OF RESIDENTIAL CHILDREN'S SERVICES

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## **1.0 PURPOSE**

- 1.1 The purpose of this report is to advise the Health and Social Care Committee of the outcome of the unannounced inspection carried out by the Care Inspectorate in respect of Kylemore residential childcare service completed on 17<sup>th</sup> August 2018

## **2.0 SUMMARY**

- 2.1 Inverclyde Residential Childcare Services are subject to regular inspections by the Care Inspectorate. The Care Inspectorate is an independent scrutiny and improvement body who regulate 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 they performed against two quality standards. The summary of the grades awarded was as follows
- 1. Care and Support    6 Excellent
  - 2. Environment        6 Excellent

## **3.0 RECOMMENDATIONS**

- 3.1 The Health and Social Care Committee 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 of Kylemore was completed on 17<sup>th</sup> August 2018.

4.2 The inspection focused on two quality standards.

Quality of Care and Support  
Quality of Environment

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 a sector leading level of excellence.

4.4 The Care Inspectorate noted that young people get the most out of life because the people and the organisation have a nurturing and enabling attitude and believe in their potential. Warmth, love and person centred support are threaded throughout interaction between staff and young people and this extends to the young people's family.

4.5 There is a culture of shared leadership and several excellent examples of staff leading on areas of work with families were noted.

4.6 Care planning was outcome-focused with observed milestones aimed at moving young people's education, employment, relationships and health forward. A culture of achievement was observed and this encouraged young people to reach for their goals.

4.7 The young people were actively encouraged to participate in service improvements and this was done in the spirit of genuine partnership. As well as opportunities to make improvements at Kylemore Inverclyde has a Champions' Board and participation groups which young people can contribute to. The Children's Rights Officer continues to have an excellent working relationship with Kylemore, having worked together to achieve UNICEF Rights Respecting Awards.

4.8 The locality of Kylemore ensures that family predominantly live nearby and young people have access to education. Furnishings were observed to be immaculate and young people's bedrooms and personal space were all personalised with young people having a say in the décor.

4.9 No recommendations or requirements were issued. Kylemore is recognised as a sector leading establishment and over the past year has supported the Care Inspectorate in their improvement work, in addition to contributing to the National Care Review and going forward will continue to do so.

## **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

## 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.

## REPOPULATION

5.5 There are no repopulation issues within this report.

## 6.0 CONSULTATION

6.1 None.

## 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

**Completed on:**

17 August 2018

**Service provided by:**

Inverclyde Council

**Service provider number:**

SP2003000212

**Service no:**

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](http://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. Under its current registration 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 Kylemore had applied to provide care and accommodation for up to seven young people. During our inspection there were seven young people living there. This change had not impacted on the high level of service delivery.

A bespoke design, Kylemore offers quality accommodation, with two large lounges, kitchen, dining room and sun room. All of the bedrooms within the service have either an en-suite or access to their own bathroom. Outdoor 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 build relationships"

"It's just like a family"

"Staff always ask us what we want"

"I feel less stressed now I live here. I love our dog she is my stress relief"

"The manager asks us about how things should be different"

"As a staff team we challenge stereotypes"

"Kylemore is the first house in the world to receive a silver award from UNICEF. It continues to lead in terms of participation"

"My son is saving up to buy a house and a car. He is happy here and if he is happy I am happy."

We spent time with five of the seven young people living in Kylemore. We were heartened to receive a consistently high level of feedback from each young person. We observed a family environment and this was evidenced by young people interacting warmly with one another. The young people were delighted with the environment in which they lived and all were of the view that they would not adjust the way they were cared for in Kylemore.

We spoke with 11 staff members enjoying working in Kylemore and who shared an ethos focused on building effective relationships and ensuring that young people attained the highest possible outcomes.

## Self assessment

Not required this year.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	6 - Excellent
<b>Quality of environment</b>	6 - Excellent
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	not assessed

## What the service does well

During this inspection we considered the quality themes of Care and Support and Environment. Further to discussions with young people, parents, managers, staff, external professionals and review of written evidence, we concluded that the service was performing at a sector leading level of excellence for both quality themes.

The young people living in Kylemore get the most out of life because the people and the organisation have a nurturing and enabling attitude and believe in their potential. Warmth, love and person centred support are threaded throughout the interactions between staff and young people but also with the young people's family and professional supports. Kylemore is an incredibly welcoming environment and we consistently had this fed back to us from stakeholders.

There is a culture of shared leadership. The manager leads by example but actively encourages the staff team to lead on their ideas. One staff member had led on a project considering trauma informed practice and the language of love. This was completed in consultation with the young people. There were several excellent examples of staff members leading on work with families and we heard directly from young people how these links helped create a sense that they had one large family. This was in part due to how welcome family members were made to feel when visiting Kylemore.

We reviewed the outcome focused care plans and observed clear milestones aimed at moving young people's relationships, education, employment and health forward. The culture within Kylemore is one of achievement. Young people are encouraged as the result of an enabling culture to reach for their goals. For example, all of the young people are supported to learn to drive when they reach legal age, something that enables them to plan forward. One young person was seeking to move on from Kylemore into his own purchased property which is a remarkable achievement.

The young people in Kylemore are actively encouraged to participate in the improvement of the service, in a spirit of genuine partnership. It was apparent to us that the managers and staff consulted with the young people about all changes. The introduction of 'tea time talks' had been implemented in place of residents meetings. We heard that this had created a more informal approach to discussing developments over dinner. As well as in house opportunities to discuss improvements, Inverclyde has an active champion's board and participation groups which Kylemore's residents contribute to.

The house has an excellent relationship with the children's rights officer who continues to seek pioneering ways to enable young people. Since the last inspection the service had received the silver award from UNICEF's rights respecting schools award.

Kylemore is the only residential house in the world to have achieved this. In receiving the award the young people had led the assessors through the house on a journey of participation. Subsequently they produced a charter of rights which is displayed as piece of art within the dining room.

The young people in Kylemore benefit from a high standard of joined up working which ensures that multi-agency professional partnerships are focused on young people's best interests. This was evidenced in our conversations with the community Police officer who saw her role as part of the wider support network. We heard how she effectively challenged her colleagues to understand the young people and she was an effective aspect of improving outcomes. Offending behaviour was viewed through a trauma informed lens and further evidenced our findings that in Kylemore there is significant commitment to understanding young people's behaviour.

The environment continues to be maintained to a standard of excellence. The young people can use an appropriate mix of communal and private spaces. The location ensures that family members predominantly live close by and young people can maintain access to friends and education. The furnishings are immaculate and significant effort is made by staff to ensure young people's bedrooms are a space for relaxation and personalisation. The young people are consulted prior to any changes being made. There is a major effort by the management team to ensure all decisions are completed in partnership.

Kylemore is a sector leading service. Over the course of the last year they have supported the Care Inspectorate in their improvement work by hosting several other services. They have agreed to continue this role going forward.

## What the service could do better

Kylemore operates in a culture of continuous improvement. Whilst they deliver an excellent service they strive for improvement. They are currently fine tuning their care plan system to be more outcome evaluative and we have agreed to support them with this.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
15 Aug 2017	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 6 - Excellent
30 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
15 May 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
29 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 5 - Very good
3 Sep 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 6 - Excellent 5 - Very good
28 Feb 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
31 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed Not assessed
24 Jan 2011	Unannounced	Care and support Environment Staffing	6 - Excellent Not assessed Not assessed



Date	Type	Gradings	
		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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## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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