

Report To: Health and Social Care Committee **Date:** 10 January 2019

Report By: Louise Long
Corporate Director, (Chief Officer)
Inverclyde Health and Social Care
Partnership (HSCP) **Report No:**
SW/08/2019/SMcA

Contact Officer: Sharon McAlees
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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 Health and Social Care Committee of the outcome of the unannounced inspection carried out by the Care Inspectorate in respect of the View residential childcare service completed on 10th September 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 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 they performed against two quality standards. The summary of the grades awarded were as follows
- | | |
|---|-------------|
| 1. Quality of care and support | 6 Excellent |
| 2. Quality of management and leadership | 6 Excellent |

3.0 RECOMMENDATIONS

- 3.1 The Health and Social Care Committee is asked to note the outcome of the inspection.

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 the View was completed on 10th September 2018.
- 4.2 The inspection focused on two quality standards.
- 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 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 that believes in maximising every individual's unique potential. Particular reference was made to the way young people are supported to be emotionally resilient, having a strong sense of their own identity so that they can address their experiences of trauma and neglect.
- 4.5 There were several examples of the View's therapeutic approach. Reference was made to their embedded practice for young people to repair relationships with their previous carers when separation had taken place, and the advocacy role of all staff members with other support services.
- 4.6 The leadership skills of the Manager were highlighted by the ethos that she has founded in making young people's experience of care a positive and by the way that she manages her staff, all of which were reaffirmed by staff.
- 4.7 There is also a culture of shared leadership, with several excellent examples of staff being encouraged to lead creatively through their shared communication, life story work, and supporting a young person to transition into their own flat.
- 4.8 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. The View 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.

6.0 CONSULTATION

6.1 None.

7.0 LIST OF BACKGROUND PAPERS

7.1 Care Inspectorate Report.

The View

Care Home Service

Cadross Crescent
Greenock
PA15 3HT

Telephone: 01475 715809

Type of inspection:

Unannounced

Completed on:

10 September 2018

Service provided by:

Inverclyde Council

Service provider number:

SP2003000212

Service no:

CS2003001105



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 previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. At the beginning of 2018, the service previously registered as Neil Street became registered as The View.

A purpose built design, The View is registered to accommodate up to six young people who are looked after and accommodated by the local authority. During our inspection there were six children and young people living there.

The house offers space and comfort to the young people who live within it. The layout has been well considered and the young people have had significant input into its decoration. The house consists of a large kitchen/diner, a dining room, a large lounge, a games room, two bathrooms and a sun room with bi-fold doors that open onto a large area of decking. There are six bedrooms each with en-suite facilities. The staff have access to a small office and the study room which young people can also use for homework and projects. The grounds surrounding the house offer lots of space for outdoor games and relaxation. The service is located in a residential part of Greenock and has good transport links to the town and surrounding areas.

The aims of the service include:

"We aim to provide an environment for young people which actively promotes positive growth and change within a caring and structured residential setting, with caring and motivated staff".

What people told us

We spoke with all six young people who live in the service and also one young person who had recently transitioned into her own tenancy. They consistently told us that the manager and staff cared about them and made a significant effort to try and make their lives better. We also spoke with visiting professionals and family members who reiterated to us that the level of care and commitment from the service was of the highest standard.

"the house feels like a family home".

"When I lived here the staff helped me to feel normal and to have the same opportunities as other young people".

"I really like the view from my bedroom".

"Most of all, I am impressed with the commitment they show to the young people".

"The View know when to pick the right moment with the young people".

"We look beyond the behaviour. Sometimes if you only look at what you are being told you will make the wrong decision".

"We all work together and we communicate with each other".

"I got transferred here and the manager had a plan for me. It was flawless. I feel like a new worker and I am full of energy".

Self assessment

Not required

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 relating to Care and Support and Management and Leadership. Further to speaking with young people, parents, members of the staff team, other professionals and reviewing written evidence, we concluded that the service was performing at a level of excellence for both quality themes.

We found that young people who live in The View get the most out of life because the service has an embedded enabling attitude that believes in maximising every individual's unique potential. Furthermore, they are supported to be emotionally resilient, have a strong sense of their own identity and can address any experiences of trauma or neglect. This is being achieved because the service has a significant strength in trauma informed practice. The local children and adolescent mental health team told us that the service complimented their work and jointly they were effectively addressing young people's historical trauma.

We were hugely impressed by the significant level of thinking that went into planning a young person's day to day care. We heard from staff, the manager and external professionals that a lot of time was spent trying to understand behaviour as they sought to meet the needs of the young people. As a result the outcomes for young people were of a consistently high standard. Where there was an opportunity to support a young person the service moved to seize those moments in an attuned and timely manner. For example, during difficult periods at school it was commonplace for the staff to go into school and support the young people until they were settled again.

There were several excellent examples of care and support that had benefitted from The View's therapeutic approach. It was embedded practice for young people to repair relationships with previous carers when a separation had taken place. We observed staff working incredibly hard to get alongside parents to ensure they supported the care plan, often from positions of initial difficulty. We considered that the services nurturing approach brought families back together and families told us they were delighted with the support their children received.

The manager had founded a clear ethos in the service that young people's experiences in care should be positive. We heard from young people that they were comfortable living in the house because the staff and manager worked so hard to support them.

We found that young people felt enabled to have their friends visit and that anyone involved with them was made to feel very welcome. This created a family home environment and we observed warm and understanding interactions between the young people.

Like a supportive family, the service focused on consistency. The staff made an enormous effort to communicate with one another so that young people received the same guidance and direction. The manager led by example, with a passion and vigour that drove the team forward and promoted the best experiences for the young people. We were told that the rules in the house were fair and there was evidence that all decisions were discussed with young people to support understanding.

We spent time in the house looking at the life story work the young people had completed. It was evident to us that they were proud of their achievements but also of the many activities and experiences they had shared with the staff and management team. It was common place for the service to go on holiday with the young people to destinations that built a sense of routine and comfort. In the last year two young people had completed the West Highland Way with the staff team which was a significant achievement.

The staff told us that they were encouraged to think creatively by the manager and they considered that their views and ideas, alongside those of the young people, were integral to the service development plan. The manager had an understanding of each individual's strengths and weaknesses which made them feel supported and inspired them to take on new opportunities. We heard from several staff members of the high level of support and nurturance they received from the management team, which we believed had directly founded the excellent level of care and support.

We spoke with staff from local high schools who told us about the pioneering advocacy demonstrated by the staff and manager. For one young person the manager had attended a school in-service day in order to meet all of their teachers. The manager had presented an overview of the young person's needs and this had significantly up skilled the teachers' ability to nurture the young person, to support the wider care plan and importantly support educational attainment.

Prior to the inspection the service had successfully transitioned one young person into her own flat and another young person had moved in. From our observations both transitions were examples of best practice. The transition into the service was completed over a period of time. Despite the ending placement being under pressure it was supported to ensure that everything was completed at the pace of the young person. As well as this, contact with the previous carers continued, ensuring relationships were maintained and the young person retained an understanding of their journey.

Across all our findings the experiences of young people were consistently of the highest level. We concluded that this was because the service was focused wholeheartedly on positive lifelong outcomes for the people they looked after.

What the service could do better

During our inspection we observed a culture of continuous improvement. As a result we shared discussions with managers about developing staff into leaders for the future. We were assured that the service has a clear strategy in place to ensure that the very high quality performance will be maintained going forward.

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
4 Sep 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
30 Jun 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
31 Aug 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 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
16 Jan 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good

Date	Type	Gradings
		Staffing 5 - Very good Management and leadership 4 - Good
17 Jan 2013	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
24 Aug 2011	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing Not assessed Management and leadership Not assessed
28 Jan 2011	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
26 Aug 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
20 Jan 2010	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
10 Jun 2009	Announced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
8 Jan 2009	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
11 Aug 2008	Announced	Care and support 6 - Excellent Environment 5 - Very good

Date	Type	Gradings
		Staffing 5 - Very good Management and leadership 5 - Very good

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