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<b>Report To:</b>	<b>Health &amp; Social Care Committee</b>	<b>Date:</b>	<b>27 February 2020</b>
<b>Report By:</b>	<b>Louise Long Corporate Director, (Chief Officer) Inverclyde HSCP</b>	<b>Report No:</b>	<b>SW/17/2020/SMcA</b>
<b>Contact Officer:</b>	<b>Sharon McAlees</b>	<b>Contact No:</b>	<b>01475 715282</b>
<b>Subject:</b>	<b>Inspection of Children's Residential Care Homes – The View</b>		

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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 inspection carried out by the Care Inspectorate in respect of The View children's residential care home services on 28<sup>th</sup> October 2019.

## 2.0 SUMMARY

2.1 The Care Inspectorate regulates all care services in Scotland. The Care Inspectorate completed an unannounced inspection of The View on 28<sup>th</sup> October 2019

2.2 The inspection was conducted in line with Health and Social Care Standards and the quality of service provided was evaluated under

- How well do we support children and young people's wellbeing?
- How well is our care and support planned?

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

2.4 The summary of the grades awarded were as follows

1. How well do we support children and young people's wellbeing? 5 – Very Good
2. How well is our care and support planned? 5 – Very Good

## 3.0 RECOMMENDATIONS

3.1 The Health & 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 children's care home services are registered with the Care Inspectorate and are inspected on a regular basis. An unannounced inspection of The View was completed on 28<sup>th</sup> October 2019.
- 4.2 The inspection evaluated the quality of two specific standards :
- How well do we support children and young people's wellbeing?
  - How well is our care and support planned?
- 4.3 During the inspection the Care Inspectorate spoke with staff, young people, parents and other professionals and reviewed relevant written information including care plans. The inspection graded the service as very good – 5 in the two quality standards evaluated.
- 4.4 The inspection looked closely at the care and support young people receive and found significant areas of strength with only minor areas for improvement. The Care Inspectorate was completely assured that over time, young people living at The View develop meaningful and secure relationships with those caring for them. Young people were observed having fun with staff and received lots of empathy, compassion and love.
- 4.5 Positive mental health was found to be a priority for the young people and Children and Adolescent Mental Health Service (CAMHS) confirmed that core residential staff had a sound understanding of the impact of trauma and worked creatively to help young people.
- 4.6 Throughout the inspection the word "homely" was repeated by everyone consulted and this meant that everyone who spent time in The View was warmly and compassionately welcomed. Young people who moved on from The View did so at the right time and with careful transition planning.
- 4.7 The inspection evaluated how assessment and care planning reflected children's needs and wishes, finding only minor improvement required. Children were found to lead positive, healthy and enjoyable lives underpinned by robust assessment of need and risk and benefitted from dynamic and aspirational approach to all aspects of care and support. Team meetings were used effectively to consider planning and consistency. This ensured young people received a clear and consistent approach from everybody.
- 4.8 A major strength of the consistent approach was the comfort staff had around physical interactions. Tactility between staff and young people appeared natural and trusting and staff found creative ways to ensure young people received closeness and comfort.
- 4.9 The inspection did identify major areas of strength however it did find some minor areas for improvement.
- 4.10 Since the previous inspection in 2018 there has been staffing changes in particular a vacant manager's post. The transition arrangements put in place whilst the review of residential services was concluded and the staffing complement agreed did take time. The consequence of this was some administrative tasks slipped including notifications to the Care Inspectorate and recording of medication administration. Since the inspection concluded, the service has appointed a permanent manager and depute.
- 4.11 During the inspection it was evident that young people were fully involved in setting their aims and goals and that staff carried out their work with compassion however this was not always clearly written down. The service was asked to consider how best daily records reflected the compassionate way staff go about their work with young people and how care plans are clearly written down.
- 4.12 Overall the inspection was very positive, highlighting very good practice however the minor areas for improvement did result in overall grades being reduced.

**5.0 PROPOSALS**

5.1 The service is committed to continuing to develop and will take forward the suggestions by the Care Inspectorate about how care planning and daily records can be more effectively recorded to reflect the level of compassion displayed by staff and the lived care experience of our young people. To progress this work, the service will consult with young people on how they would wish information about them to be recorded.

**6.0 IMPLICATIONS**

**Finance**

6.1 Financial Implications:

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
N/A					

**Legal**

6.2 No implications

**Human Resources**

6.3 No implications

**6.4 Equalities**

(a) Has an Equality Impact Assessment been carried out?

x

YES

NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required

(b) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report’s recommendations reduce inequalities of outcome?

x	YES – Looked after children and young people experience stigma and disadvantage the development of a sustainable model of continuing care will help address some of the barriers experienced by young people leaving care.
	NO

(c) Data Protection

Has a Data Protection Impact Assessment been carried out?

	YES –
x	NO

**Repopulation**

6.5 No implications

**7.0 CONSULTATIONS**

7.1 None

**8.0 LIST OF BACKGROUND PAPERS**

8.1 Care Inspectorate Report

# The View

## Care Home Service

Cardross Crescent  
Greenock  
PA15 3HT

Telephone: 01475 715809

**Type of inspection:**

Unannounced

**Completed on:**

28 October 2019

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The View is a purpose-built residential children's house located in a residential area of Greenock. It is registered to provide care and accommodation for up to seven children and young people who are looked after and accommodated by Inverclyde HSCP. During our inspection, seven young people were living in the service.

A bespoke design, 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 sunroom with bi-fold doors that open onto decking.

There are seven bedrooms, six of which have en-suite facilities. The staff have access to a small office. The grounds surrounding the house offer lots of space for outdoor games and relaxation.

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

"Sometimes it's good but sometimes its noisy. But I like living here. I go to school and go to my groups. The staff take me out to do things I like."

"Don't like it when loads of new workers come in. It was difficult when the manager left."

"They really look after us. XX is really sound. I like living here and want to be here until I am 21."

"We are kept up to date with how XX is doing. Staff will call to let us know when something good has happened, not just with problems. We feel included in XX's life and included in decision making."

"The best thing about it is it's homely and I find that hard to say because I want XX home. They have helped our relationship so much."

We met five of the young people living in The View and spent time talking with three of them. The young people had lots of opportunities to express their views throughout the year. Some of them were actively involved in the Champions Board and some were building relationships with Who Cares? Scotland.

The young people we spoke with this told us that the staff cared for them and that it was a good place to live. It was apparent that each young person had a very close relationship with at least one staff member. They told us that over the last year the arrival of some new staff had been difficult given the staff group had been so consistent for a long time.

**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**

During our inspection, we looked closely at the care and support the young people received. We found lots of evidence to conclude that there were significant strengths with only minor areas for improvement.

We were completely assured that over time all the young people living in The View developed meaningful and secure relationships with those caring for them. We observed the young people having fun with the staff and they received lots of empathy, compassion and love daily. Regardless of how long young people had lived in The View, they received the same consistent care and support.

We spoke with several professionals who work alongside the service and consistently heard that they were very impressed by the support young people received. We heard that advocacy was massively important to the staff and that the views of young people were paramount to any decisions that were made. This was evidenced in young people attending and making a major contribution at meetings held about them. The staff and manager were quick to work alongside Who Cares? Scotland and the children's rights officer when obstacles emerged that they couldn't resolve.

We found that positive mental health was a priority for the young people living in The View. We spoke with the local Children and Adolescent Mental Health Service (CAMHS) who were of the belief that the core staff team had a sound understanding of the impact of trauma and that they worked openly and creatively to find ways they could help young people. Most importantly CAMHS worked jointly with the staff. They told us that the environment was very homely which enabled young people to settle and make progress.

Young people and their families all agreed that the environment was 'homely', and we heard this word repeated regularly throughout our inspection. We were helped to understand that this meant everyone who spent time in The View was warmly and compassionately welcomed. Furthermore, the young people were encouraged to stay and allow it to become home.

When the young people suffered adversity, this was scaffolded, and placement breakdown didn't occur. Instead, young people who moved on from The View were either supported to do this at the right time or with lots of support. For one young person, an 'appreciation day' had been held to celebrate their character and to think about and find the best home possible for them. Over the course of our inspection, we witnessed a wonderful transition that was carried out with warmth, care and the young person's needs central to it all.

Whilst there were major strengths, we did find some minor areas for improvement. Over the last year, a new manager had been appointed and this transition had taken some months to get right. The young people had found the movement of staff difficult as a result of the secure relationships that existed. During the transition of the manager the service had stopped notifying us when incidents occurred. We also found that the service's approach to medication required minor tightening and we have guided them accordingly.

The young people told us that they wanted to have access to WiFi and felt that this was something all young people in Scotland could now access at home. Proactively, Inverclyde Health and Social Care Partnership had already taken steps to put this in place. We spent time with the children's rights officer who told us about the plans afoot to introduce WiFi in a way that protected their young people.

## 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**

During our inspection, we looked at how assessment and care planning reflected children and young people's needs and wishes. We found major strengths in this area with only minor improvement required.

We found that children and young people led positive, healthy, enjoyable and meaningful lives. This was underpinned by robust assessment of need and risk. They benefitted from a dynamic and aspirational approach which consistently informed all aspects of care and support. The service actively sought and enabled multi-agency involvement in the planning process.



More importantly, we found that the staff and managers were comfortable leading the care plan for young people and ensuring that the right decisions were made. We spoke with social workers who supported the proactive and passionate approach of The View to work alongside them to improve outcomes.

The young people were all treated as individuals and person-centred thinking was very apparent. Young people had opportunities to undertake activities in groups but also on a one-to-one basis with staff. We heard and saw that this one-to-one time was hugely important to the young people.

Team meetings were utilised to consider planning and we found that the staff were working in a consistent way. This ensured that the young people received a clear approach from everyone, and this clarity helped calm any disputes.

One of the major strengths of the consistent approach was the comfort staff had around physical interaction. The tactility between staff and young people appeared natural and trusting. As well as this, we saw staff finding creative ways to ensure the young people received closeness and comfort. An example of this was making tea for each other and young people taking pride in knowing how different staff liked their tea. This was reciprocated by staff who valued the small details of young people's needs and understood the importance of making them feel special and important.

It was clear to us that young people were fully involved in setting their aims and goals however, it was not clearly written down and we have asked the service to improve their care planning structure. We have guided the manager and staff to look at examples of best practice to help them on this journey.

We have also asked the service to consider how they record information about young people. We did not find that daily records reflected the compassionate way the staff went about their work. Writing in a compassionate way will require consultation with the young people to understand how they want information about them to be recorded. We will review this closely at next year's inspection.

## 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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