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<b>Report To:</b>	<b>Social Work &amp; Social Care Scrutiny Panel</b>	<b>Date:</b>	<b>23 February 2023</b>
<b>Report By:</b>	<b>Kate Rocks Chief Officer Inverclyde Health &amp; Social Care Partnership</b>	<b>Report No:</b>	<b>SWSCSP/11/2023/AH</b>
<b>Contact Officer:</b>	<b>Audrey Howard</b>	<b>Contact No:</b>	<b>01475 715282</b>
<b>Subject:</b>	<b>Inspection of Children’s Residential Care Homes – Kylemore</b>		

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## **1.0 PURPOSE AND SUMMARY**

- 1.1  For Decision  For Information/Noting
- 1.2 The purpose of this report is to advise the Social Work & Social Care Scrutiny Panel of the outcome of the inspection completed by the Care Inspectorate in respect of Kylemore Children’s Residential Care Home Services on 15<sup>th</sup> November 2022.
- 1.3 The Care Inspectorate regulates all care services in Scotland. The Care Inspectorate completed an unannounced inspection of Kylemore on 15<sup>th</sup> November 2022.
- 1.4 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
  - Children and young people are loved and get the most out of life
- 1.5 A full public report of the inspection and grades is available on the Care Inspectorate website.
- 1.6 The summary of the grades awarded were as follows: -
1. How well do we support children and young people’s wellbeing 4 – good
  2. Children and young people are loved and get the most out of life 4- good

## **2.0 RECOMMENDATIONS**

- 2.1 The Social Work & Social Care Scrutiny Panel note the outcome of the inspection.

**Kate Rocks**  
**Chief Officer**  
**Inverclyde HSCP**

### **3.0 BACKGROUND AND CONTEXT**

- 3.1 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 Kylemore was completed on 15<sup>th</sup> November 2022.
- 3.2 The inspection evaluated the quality of two specific standards:
- How well do we support children and young people's wellbeing
  - Children and young people are loved and get the most out of life
- 3.3 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 good – 4 in the two quality standards evaluated.
- 3.4 The inspection looked closely at the care and support young people receive. They found young people enjoyed nurturing and trusting relationships. They reported examples of young people being 'claimed' by staff and felt part of a family. In addition, they commented on evidence of established and enduring relationships which contributed to positive transitions for some young people who have moved on from the service.
- 3.5 The inspection noted that young people who live in Kylemore had positive relationships with staff. Young people were kept safe in the house and staff were confident about their roles and responsibilities in safeguarding the young people. This was supported by individual risk assessments and positive working relationships between the service and other agencies.
- 3.6 It was noted within the inspection that young people had a good awareness of their rights and who they could go to in times of need or if they needed someone to act on their behalf. The role of advocacy services were embedded into the supports offered to the young people and the young people benefited from access to external advocacy and support from the provider's Children's Rights Officer.
- 3.7 The inspection found that staff were proactive in helping young people access new opportunities and experiences.
- 3.8 The inspection found young people engaged in the care and support they received. They had awareness of their care plans and were able to contribute to these. They were noted to be comprehensive and child centred.
- 3.9 An area identified for improvement in the inspection related to the service not having a working internal system that recorded significant events involving the young people. The Inspector was not able to view records of any of these important events and therefore unable to consider how these were managed or how the young people and staff were supported.
- 3.10 The inspection highlighted a failure to notify the Care Inspectorate when the number of young people exceeded the service's capacity.
- 3.11 Overall the inspection was positive and highlighted areas of good practice, however the areas identified for improvement did result in the overall grade being reduced.

### **4.0 PROPOSALS**

- 4.1 The service took on board areas of improvement and developed a central log and system of record keeping of any significant incidents or events that is now in place across all 3 houses. This

will allow for greater transparency, monitoring and quality assurance of the young people's care and support.

- 4.2 The inspector identified that the provider should consider its wider response to increasing demands on service capacity. This should include efforts to minimise the occasions when the admission of young people results in the service exceeding capacity. This service will always aspire to not going over capacity however at times of emergency for children and young people it can be difficult to avoid.

## 5.0 IMPLICATIONS

- 5.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO	N/A
Financial		✓	
Legal/Risk		✓	
Human Resources		✓	
Strategic (LOIP/Corporate Plan)		✓	
Equalities & Fairer Scotland Duty			✓
Children & Young People's Rights & Wellbeing			✓
Environmental & Sustainability			✓
Data Protection			✓

### 5.2 Finance

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (If Applicable)	Other Comments
N/A					

### 5.3 Legal/Risk

No Implications. This is a performance report for noting.

### 5.4 Human Resources

No Implications.

### 5.5 Strategic

No Implications.

## **6.0 CONSULTATION**

6.1 N/A

## **7.0 BACKGROUND PAPERS**

7.1 Care Inspectorate Report.

# Kylemore Care Home Service

13 Kylemore Terrace  
Greenock  
PA16 0RY

Telephone: 01475 715 789

**Type of inspection:**  
Unannounced

**Completed on:**  
15 November 2022

**Service provided by:**  
Inverclyde Council

**Service provider number:**  
SP2003000212

**Service no:**  
CS2003001106

## About the service

Kylemore is a 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. During our inspection, seven young people were living in the service.

The house itself is purpose built and a modern design that offers space and comfort. The layout has been well considered and consists of a lounge area, a games room, a large kitchen, a dining room and a sunroom with bi-fold doors that open onto decking. All of the bedrooms within the service have either an ensuite or access to their own bathroom. The grounds surrounding the house offer lots of space for outdoor activities and relaxation.

## About the inspection

This was an unannounced inspection which took place on 8 and 9 November 2022. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with three people using the service, one of their family and one representative
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with a visiting professional.

## Key messages

- Young people had positive relationships with staff.
- Young people were kept safe in the house and staff were confident about their roles and responsibilities in safeguarding the young people.
- Staff were proactive in helping young people access new opportunities and experiences.
- Staff promoted and supported the young people to have positive physical and mental health.
- The service did not have a working, internal record-keeping system containing significant incidents.
- There was a failure to properly notify the Care Inspectorate of important changes to the service, including when the service exceeded their capacity.

## 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 rights and wellbeing?	4 - Good
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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 rights and wellbeing?

4 - Good

The overall evaluation of this key question is good, meaning that there were important strengths with some areas for improvement.

Young people were kept safe at the service and their emotional and physical safety was a priority. The majority of the young people expressed feeling safe and secure. This was supported by individual risk assessments and positive working relationships between the service and other agencies.

Young people had a good awareness of their rights and who they could go to in times of need or if they needed someone to act on their behalf. The role of advocacy services were embedded into the supports offered and the young people benefited from access to external advocacy and support from the provider's children's rights officer.

The service did not have a working, internal system that recorded significant incidents involving the young people. We were unable to view records of any of these important events and, therefore, unable to consider how these had been managed or how young people and staff were supported at such times. This also made it impossible to ascertain if the service were notifying the Care Inspectorate when relevant incidents took place.

A central log for records allows staff and managers to have a greater understanding of incidents that have taken place and ensure ongoing learning from these. This, in turn, enables better support and outcomes for young people, (see area for improvement 1).

A new manager has recently been appointed within the service and there has been a period of transition. We found that there was a failure to notify the Care Inspectorate of management changes and also when the number of young people in the service exceeded the service's capacity. This resulted in the service breaching their registration for a period.

The provider has a duty towards young people who are in need of care, including in emergency situations, however such admissions should be carefully managed. The impact of this on the service's design, staffing levels and outcomes for young people should be considered, (see area for improvement 2).

Young people enjoyed nurturing and trusting relationships with staff. We saw examples of young people who had been 'claimed' by staff and felt part of a family. One young person told us, "It's nice to know you have someone there..... someone that is like family". We saw examples of established and enduring relationships and this had contributed to positive transitions for some young people who have moved on from the service.

We were made aware of one example that highlighted the need for careful recruitment procedures, particularly in the context of a small community.

Young people were engaged in the care and support they received. They had awareness of their 'care plans' and were able to contribute to these. One young person explained, "(staff) put your exact words down". The written plans for the young people were comprehensive and child-centred.



Staff had a good knowledge of young people's health needs and positive physical and mental health was promoted. Staff advocated on behalf of young people to access the right supports and supported young people to overcome any barriers.

The service supported close connection to family and friends when this was possible. Some of the young people enjoyed regular time with their family and staff were able to oversee this and provide support when needed. This support extended to parents and the service's role in working towards young people returning to their family's care.

Young people's individual ambitions, interests and life skills were supported and developed well. We saw examples of days out, activities and holidays that were tailored around individual interests. The support was adapted depending on the age and needs of the young people, for example supporting older young people to pass their driving test.

We saw that young people were well supported to maximise their opportunities and attainment in education and employment. There were examples of staff articulating the needs of young people within education and advocating on their behalf. This contributed to positive educational outcomes for some of the young people.

### Areas for improvement

1. The service should develop a central log and system of record-keeping of any significant incidents or events. This will allow for greater transparency, monitoring and quality assurance of the young people's care and support.

This is to ensure that the quality of care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19).

2. The provider should consider its wider response to increasing demands on service capacity. This should include efforts to minimise occasions when the admission of young people results in the service exceeding capacity.

This is to ensure that the quality of care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'If I experience care and support in a group, the overall size and composition of that group is right for me (HSCS 1.8) and 'My care and support meets my needs and is right for me (HSCS 1.19).

### 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 rights and wellbeing?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good

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