
Report To:	Social Work & Social Care Scrutiny Panel	Date:	23 February 2023
Report By:	Kate Rocks Chief Officer Inverclyde Health & Social Care Partnership	Report No:	SWSCSP/12/2023/AH
Contact Officer:	Audrey Howard	Contact No:	01475 715282
Subject:	Inspection of Children’s Residential Care Homes – The View		

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 The View Children’s Residential Care Home Services on 1st November 2022.
- 1.3 The Care Inspectorate regulates all care services in Scotland. The Care Inspectorate completed an unannounced inspection of The View on 1st 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. How well is our care and support planned 4 - good

2.0 RECOMMENDATIONS

- 2.1 The Social Work 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 26 and 27 October 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 relationships with staff. They reported examples of young people being 'claimed' by staff and felt part of a family. The inspection noted that young people who live in The View had positive relationships with staff there was warmth and affection and as sense of the house being a home. These relationships were noted to be based on staff knowledge of child development, attachment and trauma.
- 3.5 Young people were kept safe with their emotional and physical safety a priority. Most of the young people said to the inspector they felt safe and secure. This was evidence and supported by individual risk assessments and good working relationships between the service and other agencies. Staff were noted to be confident in best practice and child protection.
- 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 health needs of the young people were promoted by staff. The inspection highlighted staff had a good knowledge their physical and mental wellbeing. Staff were reported to advocate on behalf of young people to access supports and supported young people to overcome any barriers.
- 3.8 The importance of promoting close family connections and friendships was highlighted. Family and friends were made welcome.
- 3.9 The involvement of young people in their care plans was found to be positive as young people were aware of them and able to contribute. Two young people's records were viewed and found to be full and robust. The inspection reported that the service had a strong commitment to involving young people in their care and decision making.
- 3.10 An area of strength highlighted related to young people's individual ambitions, interests and life skills being supported and well developed. Staff were proactive in helping young people access opportunities and new experiences.
- 3.11 The inspection saw that young people were well supported with attainment in education and employment. This was supported by examples of staff advocating on behalf of the young person which contributed to positive educational outcomes for some of the young people. It highlighted concerns for one young person's educational outcomes. The provider has escalated this with multi – agency colleagues.

- 3.12 An area identified for improvement in the inspection related to admissions and matching informing that the needs of the young people within the house need to be considered when making new admissions. The issue of the service going over capacity during an emergency was noted and the Care Inspectorate were not informed.
- 3.13 The report noted the complex needs of one young person which had an impact on their outcomes. This was considered to be a reflection on the initial admission and matching process and drift in the multi-agency team's wider planning for the young person.
- 3.14 The Inspection noted concern regarding the high level of restraints for one young person. In our children's houses staff are trained in Promoting Positive Behaviour (PPB). This programme refers to the use of safe holds and it is used as a last resort to keep a young person safe and help them regain control of their emotions. The term 'restraint' is no longer used as the connotations are punitive and institutional and it is language that is not in keeping with the pledges within The Promise.
- 3.15 The concern noted when incidents took place there were gaps in the service's record keeping and in the quality assurances that followed some incidents. There were also issues identified with the systems of reporting notifications to the Care Inspectorate.
- 3.16 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 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

The View

Care Home Service

Cardross Crescent
Greenock
PA15 3HT

Telephone: 01475 715 809

Type of inspection:
Unannounced

Completed on:
1 November 2022

Service provided by:
Inverclyde Council

Service provider number:
SP2003000212

Service no:
CS2003001105

About the service

The View 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 service is provided by Inverclyde Council.

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 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 activities and relaxation.

About the inspection

This was an unannounced inspection which took place on 26 and 27 October 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 four people using the service and one of their family members • spoke with four staff and management • observed practice and daily life • reviewed documents.

Key messages

- Young people had warm and nurturing 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.
- There was a failure to properly record significant incidents and notify the Care Inspectorate of significant incidents and changes. The service needs to develop systems to address this and improve their internal record keeping.
- The service and provider need to improve procedures for admissions and matching of new young people to the service. This will help ensure that the service is able to meet the needs of all their young people.

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
--	----------

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 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. Staff were confident in best practice in child protection.

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.

We had concerns about the admission and matching of young people to the service, (see area for improvement 1). The service and provider do not have an admissions and matching policy. Some of the young people arrived at the service in an emergency and insufficient attention was paid to ensure that it was a suitable placement for them. We saw one example when this meant the service exceeded their capacity and thus breached the conditions of their registration with the Care Inspectorate. This also failed to consider the needs of the young people already living within the house.

There was evidence that the house was not best placed to meet the complex needs of one young person. Indeed, the outcomes for this young person were poor. This was considered to be a reflection on the initial admission and matching process and subsequent drift in the multi-agency team's wider planning for this young person.

There have been a high level of restraints for one young person. Restraints refer to incidents when it is been necessary to physically hold a young person for their safety or the safety of others. We found that when these incidents took place there were gaps in the service's record keeping and in the quality assurance that followed some incidents. There were also issues identified with the systems for reporting notifications to the Care Inspectorate. These appear to have broken down and incidents or changes have not been reported when they should have been, (see area for improvement 2).

Young people enjoyed nurturing and trusting relationships with staff. There was warmth and affection and a sense of the house being a family home. These relationships were based on staff knowledge of child development, attachment and trauma. We saw examples of established and enduring relationships between staff and young people.

Young people were engaged in the care and support they received. They had awareness of their 'careplans' and were able to contribute to these. We reviewed the records for two young people. These were full and

robust. We found the service had a strong commitment to involving young people in their care and decision-making.

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. Family and friends were made welcome. A few of the young people enjoyed regular time with their family and staff were able to oversee this and provide support when needed.

Young people's individual ambitions, interests and life skills were supported and developed well. We saw many examples of days out, activities and holidays that were tailored around individual interests. Staff were proactive in helping young people access new opportunities and experiences.

We saw that young people were well supported to maximise their opportunities and attainment in education and employment. This was assisted by good links with local schools and the community. 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. One young person's educational outcomes were very poor and there was long-standing, inadequate educational provision to meet their needs. The provider will escalate this with multi-agency colleagues.

Areas for improvement

1. The service should improve their admissions and matching procedures, as described within the 'Matching Looked After Children and Young People: Admissions Guidance for Residential Services', published 7 June 2022. This should include consideration of the age range within the house and how the service ensures that young adults needs are consistently met at the same time as much younger children.

This is in order 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 is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4:14).

2. The service should notify the Care Inspectorate of incidents as described within 'Records that all registered children and young people's care services must keep and guidance on notification reporting', published 25 October 2022.

This is in order to ensure that the quality of care and support is consistent with the Health and Social Care Standards which state that: 'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18); and

In order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care

Services) Regulations 2011 - Regulation 4(1)(a) - 'A provider must make proper provision for the health, welfare and safety of service users'.

Complaints

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.