

Woodside Childrens Unit Care Home Service

18-20 Woodside Terrace
Clackmannan
Alloa
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Telephone: 01259 213401

Type of inspection: Unannounced
Inspection completed on: 8 February 2017

Service provided by:
Clackmannanshire Council

Service provider number:
SP2003002713

Care service number:
CS2003011578

About the service

Woodside is managed by Clackmannanshire Council, and provides a homely setting and individual support to five young people from the age of eleven upwards. The service is based in two terraced houses which are attached in a small town in Clackmannanshire. Woodside is the only residential child care unit in the local area and is required to fulfil a broad and flexible remit. It provides short, medium and long-term placements for children and young people whose needs at that time cannot be met in a family environment. Emergency and unplanned admissions can be facilitated depending on the commitments of the service at the time of referral.

The aims of the service, as described by the provider include:

- We aim to provide an environment which promotes feelings of safety and respect and value for all who live and work at Woodside.
- We aim to enhance the quality of life for young people by setting ordinary expectations and providing opportunities to achieve their aspirations.
- We aim to provide high levels of commitment to the young people in order to minimise the potential for further rejection or failure. Anti social behaviour is not condoned but addressed in ways that do not reject the young person.
- We aim to provide a child centred, caring and professional service in which our practice is constantly updated and improved in line with our experience and research findings.

What people told us

We spoke with three young people and spent quality time with them during the inspection. Young people at Woodside expressed themselves exceptionally well during the inspection and were open, honest and very welcoming to the inspector. One young person spent a considerable amount of time making sure the inspector got an accurate picture of what life was like for young people living there. We were very impressed with their honesty and insight and how staff encouraged transparency with all levels of conversations. This in turn enhanced young people's confidence, self-esteem and investment in their placement and the environment. Young people treated Woodside as their home and we met a parent who told us they felt very much welcomed and part of everything that went on there.

Self assessment

The Care Inspectorate received a completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self-assessment process.

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	5 - Very Good

What the service does well

During this inspection we assessed the areas of care and support and management and leadership as part of this process. Based on the discussions we had with young people, staff, manager and external professionals and on the range of evidence viewed during our visits we found the service was performing to an excellent level under care and support and a very good standard in the area of management and leadership.

We also took in to consideration how the service is performing in relation to child sexual exploitation (CSE). The Care Inspectorate is looking in detail at the level of knowledge and activity related to CSE across care services for children and young people. The information we gather will help us understand the current situation in Scotland and allow us to identify where improvements in knowledge and skills are needed. We found that there was a robust policy in relation to CSE and staff demonstrated sufficient awareness of the risk and vulnerability indicators associated with the protection of young people. By ensuring effective practices to minimise any risks, the team implemented clear strategies to protect young people which were enhanced through the consistent approaches by staff and the manager at Woodside.

We found that the staff and manager had a real commitment to ensuring that young people were fully involved in what happens in the service. Effective engagement and consultation with external professionals meant young people's needs and aspirations were at the centre of service delivery. We found young people were encouraged to be as independent as possible given their individual circumstances and any risks were clearly identified within the process of person centred planning. All young people were engaged in community activities and groups and staff supported regular and active involvement. Young people told us how these groups helped them to build their skills and improve their self confidence.

Young people attended reviews and meetings both individually or with staff support and were encouraged, through positive advocacy to give their views openly and honestly. This is something that was clearly evidenced during our visits. Young people told us that they felt safe, protected and free from harm whilst living in Woodside and that the staff team had their best interest at the centre of their work. Young people also told us they knew how to raise a concern both within the service and externally if they needed to do so.

Some young people expressed minimal concern about some of the procedures in place to keep them safe, however, through further exploration by staff, ourselves and external professionals including advocacy young people could recognise these procedures around safe care where implemented to keep them safe and free from harm. Some young people did see this as a major strength and gave credit to these processes for their successful placement and the level of stability offered to them.

The manager showed a commitment to addressing areas for improvement to ensure the service is delivering high quality care and support to young people which is embraced by everyone. We found their level of engagement and communication with the Care Inspectorate was exceptionally good and we have shared examples of the work of Woodside with other services. The way the service celebrated young people's success was commendable. This allowed everyone to recognise the activities and achievement of all the young people and showed a further commitment to sharing good practice.

Through the manager facilitating positive opportunities, staff have been able to build on their own leadership qualities which has in turn increased their autonomy when working with young people. We observed a confident and assertive staff team who valued the support of the manager and their colleagues. This support allowed people to explore difficult situations openly and productively in order to achieve positive outcomes for young people.

Overall, we found the commitment to working with young people to provide continuity of care was a clear and outstanding strength. This in turn made young people feel valued and gave them a sense of belonging.

What the service could do better

Whilst the internal management of Woodside is consistently strong and committed to delivering person centred care we were concerned about the decision making process by external managers on some issues affecting young people's ability to stay with friends. This was having a direct effect on young people's existing plans and routines.

<http://www.gov.scot/publications/2008/01/31131939/0>

Due to recent changes within the management structure of the Local Authority the direct line management for Woodside had undergone a change. We are clear that the role of the external manager for Woodside should prioritise the skills, knowledge and experience of the Registered Manager in the decision making processes of young people who are accommodated in care. The regulatory history of Woodside evidences consistently high standards of care.

<http://www.gov.scot/Publications/2013/06/8821>

We arranged a meeting to discuss this further with senior managers but due to unforeseen circumstances on the part of the inspector we could not conduct this meeting prior to this report being issued. We will endeavour to have this meeting at a later date.

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
5 Nov 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 6 - Excellent
15 Aug 2014	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good
22 Jan 2014	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good
28 Dec 2012	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
14 Jan 2011	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
21 Jul 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
1 Feb 2010	Unannounced	Care and support 6 - Excellent

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 6 - Excellent Not assessed
26 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
5 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
15 Sep 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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