

# Lomond School

## School Care Accommodation Service

Burnbrae House  
58 Campbell Street  
Helensburgh  
G84 9NL

Telephone: 01436 672476

Type of inspection: Unannounced  
Inspection completed on: 23 March 2017

**Service provided by:**  
Lomond School Limited

**Service provider number:**  
SP2006008097

**Care service number:**  
CS2006115794

## 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)

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

Lomond School is a fully integrated co-educational independent school. It comprises a nursery, junior school and senior school. The school has both day and boarding pupils. The school is located in Helensburgh and is close to local transport links. The boarding house can accommodate up to 72 children and young people and at the time of this inspection, there were 32 young people resident at Burnbrae House. The house has a range of communal space, including well furnished lounges, games/prep room where young people can relax and study and access to a multi-gym and music rooms. Young people's living accommodation is on the upper floors and boys and girls rooms are separate. The outside space includes artificial sports grounds for team games.

The aims of the service include;

- Safe and secure accommodation in a caring environment.
- The assurance that your welfare is uppermost at all times.
- The opportunity to: live an active and purposeful life, develop qualities of mutual trust, respect and responsibility.

In addition the service aims to: look after your health and provide a means of communication between you, your parents and staff.

## What people told us

We spoke with 14 young people during this inspection. They spoke articulately about their experiences of living at Burnbrae House. All young people held positive views about their support and commented fully on questions relating to their quality of life. Many young people stated that living at the boarding house had been one of the best experiences of their lives so far and this powerful view was testament to the very good standards of support for young people. For others, we heard that they felt they had good relationships with staff and could approach staff should they have any concerns. Some spoke warmly of the nurturing approaches by some members of the staff team and during our observations, we noted positive interactions between staff and young people in their care.

We explored how the rules of the service impacted upon young people's experiences and were told that most felt the rules were supportive of their needs. We were also told by some young people that they considered some rules to be restrictive. We have reported on this within the body of this report.

Overall, young people seemed very happy to be living at Burnbrae House and it was clear that the structures in place, aimed to promote positive experiences and outcomes for young people.

## Self assessment

The Care inspectorate received a self assessment document from the service provider.

We were satisfied with the way the provider completed this with the relevant information included for each heading that we grade under. The provider identified what they thought they did well, some areas for improvement and any changes they had planned. The provider told us that people who used the service had taken part in self assessment processes.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

During this inspection, we considered the quality themes relating to Care and Support and Staffing. We found that the performance of the service was very good across both quality themes and we concluded this further to reviewing evidence and speaking with young people, managers and members of the staff team.

We also considered how the service promoted the safety of young people in relation to child sexual exploitation (CSE) as the Care Inspectorate is looking at the knowledge of staff across services for children and young people. The information we gather will help to clarify the current situation in Scotland and identify where improvements to skill and knowledge are needed. We found that there had been elements of training for staff and that this focussed on providing awareness of the risk and vulnerability indicators relating to CSE. This meant that young people living at Burnbrae House were protected by a staff team who understood how they could become vulnerable to CSE and in such instances, would know how to respond positively on their behalf.

At this inspection, we spoke with young people about how they were involved in decisions affecting their lives at the boarding house. They told us that they felt managers and staff listened to their views and worked hard to accommodate their wishes and preferences. We found that minutes of meetings with young people, demonstrated clear responses to questions and suggestions by young people. Several examples relating to day-to-day practices, such as, when young people could sign out of the boarding house, had been clarified by managers, who had permitted additional time for young people who requested to spend more time in the local community. We also noted that where young people had asked for the purpose of some meetings to be clarified, this had been responded to thoroughly and this allowed all young people to actively contribute to discussions and decisions affecting their support.

It was recognised that young people worked hard in school and therefore their time at the boarding house should provide for a more relaxed environment. Young people commented that they liked living at Burnbrae House, with some young people stating that this experience had been invaluable to them in their development. They also spoke about how they had been encouraged to improve the quality of the environment, choosing colour schemes in communal areas and selecting items of furniture and soft furnishings to enhance their quality of life. By being fully involved in identifying improvements, we found that young people took pride in the service, which was their home during term time.

We found that the style and approach of managers, offered warmth and security for young people living away from their family home and this was further enhanced by the quality of staff support. In our discussions with members of the staff team, we were assured of their considerable commitment to supporting young people to have a positive experience, providing emotional and practical support. The school nurse was critically involved in the lives of young people and provided a 'comforting ear' to those who chose to seek advice and treatment. We noted that close links between this health professional and those working in the boarding house, meant that young people's needs remained paramount and that where guidance for staff was required to support young people's health needs, this was given routinely.

A positive staff morale, encouraged through strong leadership and commitment to the guiding principles of the school, meant that a culture of respect and determination helped the service to continually strive to improve. This was evidenced within the Burnbrae Development Plan, where we found that young people had influenced key objectives. An example of this included the decision by those involved in the Environment Committee, to upgrade the art work in the boarding house on behalf of all young people. Further evidence showed that where young people had requested whole house activities, the service organised for all young people to take part in a community orienteering event, aimed at promoting their health and well being.

## What the service could do better

Although we found that staff had attended training in relation to CSE, the school did not as yet have a policy in place. We asked that this be addressed by management during the coming term. The policy will help to guide practice and ensure that consistent approaches to managing risk is followed by all staff.

During our discussions with young people, we explored current and historical practices within the boarding house. We asked that further consultation be carried out with young people, to determine the continued suitability of some of these. We believed that young people's experiences may be enhanced by a relaxation of some practices. We were assured by managers that this will be given consideration and we will review progress at the next inspection.

We found that some staff were registered with the Scottish Social Services Council and as such, should receive regular supervision with their manager. This process provides important opportunities for both staff and managers to support the continued professional development of those staff and we highlighted the expectation of what would be good practice. Again we were assured of the commitment the service will give to this area for improvement.

We were pleased to see that the service had a development plan in place. We asked that further work be carried out. This will assist the continued development processes and help young people to understand what progress is made within key areas of their support.

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

## Inspection and grading history

Date	Type	Gradings	
24 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
19 Mar 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
29 Sep 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
5 Jun 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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