

Kyllimoons Care Home Care Home Service

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Type of inspection: Unannounced
Inspection completed on: 24 July 2017

Service provided by:
Partners In Care Ltd

Service provider number:
SP2007008923

Care service number:
CS2007144696

About the service

Kyllimoons is a care home service for four young people and has been registered since 2007.

The service is provided by Partners in Care Ltd, part of the Pebbles Care Ltd group of companies. The service is specifically geared toward young people experiencing "crisis" and seeks to introduce structure and stability into their lives. The service has access to the providers own school as required but also supports the young people at other local schools.

There were four young people using the service at the time of our visit.

What people told us

We spoke with all of the four young people currently living in the service. We did not speak with any relatives. All of the young people spoke very positively about the service and in particular the staff they had formed the closest relationships with.

Self assessment

No self assessment was required from the service this year.

From this inspection we graded this service as:

Quality of care and support	6 – Excellent
Quality of environment	not assessed
Quality of staffing	5 – Very Good
Quality of management and leadership	not assessed

What the service does well

From the evidence we gathered during this inspection we found that outcomes for the young people were overwhelmingly good. All young people were able to identify what they had achieved since coming to live at Kyllimoons and this was supported in the other evidence we considered – this included successful engagement and achievement at school, sustained employment locally, and development of interests. The service continues to: promote the safety of young people; promote a healthy and active lifestyle; ensure that young people are respected and included.

We felt that the following key strengths were significant in the service continuing to achieve very good outcomes.

Relationships between staff and young people – the young people have been living with each other for a long time and they have close relationships with each other, equally their relationships with staff are also very close and we found that this was at the heart of the service and was the main reason why young people were continuing to achieve good outcomes. Staff are committed to the young people and articulate clearly the aspirations they have for them. There is also a shared philosophy on the importance of relationship and predictability of care.

Clear structures and boundaries - at Kyllimoons the team work hard to ensure that care is predictable, consistent and fair. Structures and boundaries are clear to all staff and young people. Leadership in this is key and we found that there was consistent comment from staff and young people on the influence of senior staff in setting the tone and leading by example.

Clear coherent plans for all young people - all young people have a clear understanding of their overall care plan and the targets they have for themselves. Equally, all staff were also articulate and coherent about their understanding of plans for each young person. Reviewing and reporting on progress is very good. We also found good evidence of partnership working (with families, social workers, schools and other professionals) in the best interests of the young people.

The retention of staff and teamwork - there is a very low level of staff turnover and we found that a key element of this is the efforts the service makes to support staff. The manager and staff have created an environment where people want to work and where staff will stay for a long time. We found an increased confidence in the team this year.

What the service could do better

Whilst not currently affecting outcomes we would ask the service to consider the following findings.

Review of the 'consequences log' - the use of this and associated punitive language appears incongruous with a service which is relational based and focussed on using these relationships to achieve good outcomes and promote change. While this approach is not currently affecting outcomes it feels out of place and the service should consider reviewing it at the same time as looking at other paperwork currently completed by staff to ensure these are streamlined as much as possible.

Service review and development - whilst the views of staff are gathered on a regular basis through supervision and team meetings we would reiterate the opportunity for staff to be involved in some way in the review and development processes used for this service. A review of the aims and objectives of the service involving staff is overdue. The service development plan could also be brought together with more consultation with staff. This would also be a good opportunity to offer leadership opportunities for staff in specific areas of development.

Learning from incidents - There was a significant incident involving restraint in the last year and we would have expected there to have been more formal reflection with the whole staff group and more detailed records of debriefing with staff directly involved. We would also have expected the investigation into this incident to be a bit more robust including interviews with all staff and the young person.

We found that use of outcomes reporting tools were under further development and we look forward to seeing how this has progressed and had an impact at the next inspection.

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	
31 Aug 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Oct 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
7 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Dec 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Mar 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
13 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 5 - Very good
1 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory 5 - Very good 1 - Unsatisfactory 3 - Adequate
25 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
19 Jan 2010	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 3 - Adequate Not assessed
29 Dec 2009	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 4 - Good Not assessed
6 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
10 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good
3 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 3 - Adequate

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