

Care Visions – Lower Canglour Care Home Service

Lower Canglour
Stirling
FK7 9QP

Telephone: 01786 816387

Type of inspection: Unannounced
Inspection completed on: 22 August 2017

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Care service number:
CS2008180906

About the service

Lower Canglour is operated by Care Visions Group Ltd. The service is situated in a rural location a few miles from Stirling.

The service is registered to provide residential care to two children and young people, between the ages of six and 18 years. At the time of this inspection two young people were in placement.

The cottage is on two floors and is spacious. Each young person has their own room. There are two sitting rooms and a dining kitchen. The service also has a pleasant garden providing opportunities for active outdoor play. The service has its own transport.

In summary, the main aims of the service, as stated, are to "provide an individual care provision for children and young people in an environment which promotes the feeling of safety for young people".

The Care Visions mission statement describes the company as existing "to enhance the quality of the current and future lives of young people who are exhibiting behaviour which reflects traumatic, violent, or abusive pasts and who require high quality therapeutic residential care".

This service has been registered since 16 September 2008.

What people told us

Although we did our best to engage them in conversation, neither of the young people who were currently staying at Lower Canglour were willing to talk to us about their experience of the service. We consequently had limited contact with young people and were unable to assess their view of their placement. From our observations during the inspection, we noted positive interaction between young people and staff.

Self assessment

A self assessment form was not required for this inspection.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	not assessed
Quality of staffing	2 - Weak
Quality of management and leadership	not assessed

What the service does well

We observed some constructive one-to-one work with young people aimed at helping them to develop skills for becoming more independent.

The manager and members of staff team demonstrated a high level of concern for young people's health and wellbeing. For example, by going the extra mile to enable them to maintain contact with people with whom they had significant relationships.

Partnership working with social work and education colleagues resulted in improved attendance at school and some improvement in behaviour at school.

The staff team provided very flexible support for family contact. However, see 'What the service could do better' below.

Despite the staffing challenges, the service had provided very good support for activities. For example, staff were working flexibly to facilitate a holiday abroad for one young person.

In addition, staff had also worked effectively to encourage young people to develop new skills in chosen activities and were promoting positive involvement in taking responsibility for personal safety.

The service looked after young people's healthcare with prompt and appropriate responses to making and keeping medical appointments and seeking emergency advice and treatment, where appropriate.

We noted some positive examples of negotiation and compromise, helping young people to be responsible, respected, and included.

What the service could do better

The staffing situation had continued to be extremely problematic over the past year. We were concerned that the unsettled staffing situation had had an adverse effect on experiences and outcomes for young people.

The combination of a relatively new and inexperienced group of staff and young people in crisis, who displayed some extremely challenging behaviour, had contributed to some serious incidents occurring in the house, including assaults on staff and damage to property.

The number and nature of these incidents had a negative impact on the quality of young people's experiences of 'home' and compromised the ability of the service to make young people feel safe and nurtured.

We noted some further concerns about the impact of staffing:

- New staff being in charge and unfamiliar with house rules contributed to young people's frustration and did not create a sense of security.
- There was a lack of clarity and consistency about sanctions and consequences which could have led to young people being unnecessarily prevented from participating in activities.
- The team had been unable to make progress on quality of written care plans and risk assessments.
- The team had been unable to make progress in terms of developing consistency and a shared vision.

As a result of a serious incident, the senior management team had now put in place a structured plan to bring stability and experience to the staff team. At the time of this inspection, the plan was at an early stage of implementation but it appeared that this was a constructive approach to addressing the issues of concern.

We have graded the quality of staffing in this service as weak. We will inspect the service again before the end of the inspection year to monitor the progress and impact of this plan **(see requirement 1)**.

In addition, we identified the following areas for improvement:

- The quality of care plans needed to be improved. In particular, plans should be much more specific about desired outcomes and what actions needed to be taken by whom to achieve these. The evaluation of progress towards desired outcomes should be based on evidence **(see recommendation 1)**.
- Risk assessments must be updated in the light of incidents **(see recommendation 2)**.

Currently young people have very flexible family contact, which makes it difficult for staff to settle them into the service and to work constructively with them. We suggested that the service, in conjunction with the responsible social work staff, should develop clear, purposeful plans for family contact and make sure that young people have an understanding of this in the context of the overall care plan.

Requirements

Number of requirements: 1

1. In order to ensure that the health, safety, and wellbeing of young people is consistently supported, the service provider must ensure that at all times there is sufficient suitably qualified and competent persons working in the care service.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 15(a) - Staffing.

Timescale: 31 October 2017.

Recommendations

Number of recommendations: 2

1. The service should improve the focus of the SHANARRI action plans. They should be specific about desired outcomes and what actions need to be taken by whom to achieve these. The evaluation of progress towards desired outcomes should be based on evidence.

National Care Standards, Care Homes for Children and Young People - Standard 4: Support Arrangements.

2. Risk assessments should be clear and specific about the risks faced by young people and about the strategies which are in place to manage these risks. This should be regularly reviewed and updated in response to incidents.

National Care Standards, Care Homes for Children and Young People – Standard 4: Support Arrangements.

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	
22 Sep 2016	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 5 - Very good 3 - Adequate 4 - Good
18 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
1 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 3 - Adequate
2 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good
16 Sep 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
24 Jan 2013	Unannounced	Care and support Environment	5 - Very good 5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Sep 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
2 Feb 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
20 Oct 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	2 - Weak
26 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
9 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
8 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
17 Feb 2009	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate
28 Oct 2008	Announced	Care and support	4 - Good
		Environment	4 - Good

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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