

Main Street Residential Children's House Care Home Service

93 Main Street
Cumbernauld
Glasgow
G67 2RT

Telephone: 01236 856288

Type of inspection: Unannounced
Inspection completed on: 30 November 2017

Service provided by:
North Lanarkshire Council

Service provider number:
SP2003000237

Care service number:
CS2009230682

About the service

Main Street Residential Children's House is a care home service provided by North Lanarkshire Council. It is usually registered to provide a care service to a maximum of six children between the ages of eight and 18 years. At the time of this inspection the service was accommodating seven young people.

'Main Street' is a single storey building located near the centre of Cumbernauld Village and its amenities. It has six single bedrooms, all with en-suite facilities. The design is open plan with very good living space including sitting areas, study area, quiet room and dining area. There is a room near the entrance that can be used by visitors to maximise residents' privacy. Main Street has an attractive enclosed garden area and a door entry system to ensure appropriate security. The service aims include providing a safe, secure environment for young people who will have the right to privacy and choice.

The service's conditions of registration are as follows:

1. To provide a care service to a maximum of 6 children between the ages of 8 and eighteen years. For the period from 1 July 2017 to end December 2017, the service can be provided to 7 children and young people between the ages of 8 and eighteen years.
2. To comply with the current staffing schedules attached dated 8 October 2009, which must be displayed together with the certificate.

What people told us

There was a mix of young people living at Main Street at the time of our inspection. Some of them had lived there for some time and felt that it was their home while others were new and were still getting to know staff and adapt to group living.

All the young people we spoke with said they felt safe at Main Street and that they generally found their own room to be a comfortable, private space. Those who had lived there for some time were able to identify staff they felt able to confide in and accept support and guidance from. Those who were newer told us that there were always enough staff accessible for them to speak to if needed.

We discussed care planning with young people and encouraged them to take ownership of their plan. While all were aware that there was a plan for them and about them, not all had taken time to ensure it contained all their aims and aspirations.

Two recently admitted young people said that they had enjoyed the time in each others company and had developed a good friendship.

Self assessment

The Care Inspectorate is not requesting submission of self assessments in this inspection year.

From this inspection we graded this service as:

Quality of care and support

5 - Very Good

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

What the service does well

We looked at the Quality Themes of "Care and Support" and "Environment" at this inspection.

There were very good relationships between members of the staff team and the young people. They engaged very positively, having relaxed conversations where young people's views were respected. Staff were sensitive in helping young people to manage their behaviours, praising positive and safe behaviours, which contributed to the ethos of respect within the service. This positive approach made young people feel nurtured because it showed them that staff valued their right to be treated fairly. Any issues were dealt with promptly and effectively with arrangements made to provide opportunities to mend and improve relationships. The young people enjoyed playful banter with staff whenever possible and were told about many happy shared experiences.

Whenever possible staff supported the young people to keep contact with family and friends which helped them to build self-confidence and sustain relationships.

Personal Outcome Plans (POPs) were in place for each young person. Electronic files also included risk assessments, weekly planners and information about focused work. Most were clear and up-to-date and provided staff with strong guidance about how to support young people and identified strategies staff should use to help them achieve. There was also a system in place to log day to day events and contacts with families, social workers and other external agencies involved in the overall care of the young person. This also included information about medication, medical appointments and their outcomes. All of this information was within the provider's electronic systems which enabled staff to gather, store and share information effectively within the house and across the provider's staff. There were some circumstances where care planning documents were not so clear, however, in discussion we found that staff were well aware of the strategies they should use to support the young people.

The young people enjoyed a wide range of activities both within the home and in the local community although some chose to opt out of some social opportunities. They were supported in their chosen hobbies and offered new experiences whenever possible.

The young people told us that in the main they liked the meals and snacks in the house. They negotiated changes to the menus to suit their tastes and were encouraged whenever possible to maintain a healthy diet.

We saw that medication was properly managed and staff had been trained in its administration and storage. The service had a positive approach to healthy living and encouraged the young people to make healthy and safe choices.

We saw that staff were respectful of young people's opinions and young people told us they felt listened to.

The house was a very comfortable environment which young people told us was a safe place to live. Each young person had their own bedroom with ensuite facilities which they were encouraged and helped to personalise to suit their own tastes and preferences. Some young people took pride in their personal space while others felt less of a sense of ownership.

There was a range of social spaces which had been used in different ways, depending on the resident group of young people. Plans were in place to develop one of the communal areas into more of a quiet area where young people could relax. A small kitchen had been set up to allow young people to learn cooking and food preparation skills and this was intended to be further expanded. There was also space for private meetings and conversations which didn't infringe on social areas. This allowed visitors and family members to meet with young people and staff when this was needed.

Outdoor space was well designed and very well looked after. There were areas for games as well as space for relaxing and good weather activities such as barbecues. Young people had been involved in designing and developing areas of the garden and some of them took a pride in its presentation. There was also access to a nearby allotment which enabled those young people who were interested to grow their own produce and learn gardening skills.

What the service could do better

The provider should ensure that up to date information is provided promptly to staff when young people are admitted on an emergency basis. This will allow staff to engage with the young person and make informed decisions to care for them and keep them safe. We have made a recommendation about this.

Daily logs mentioned young people going outside for 'fresh air' when they were referring to them smoking. This trivialises the health issues of smoking and its attendant risks to the wellbeing of young people.

As the service had been over its intended numbers for some time, it would benefit from being able to use all its resources and rooms for the full benefit of the resident group by being within its original occupancy level for some time. This would allow further social opportunities to be provided for young people in the house.

At the time of the inspection the group of resident young people had a wide range of needs and were aged between 12 and 17. Consideration should be given to ways of lessening these disparities wherever possible.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure that information about the needs of individual young people admitted to the service on an emergency basis is given to staff as quickly as possible to enable the young person to be safely cared for.

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	
17 Nov 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
18 Dec 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Aug 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Jan 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
3 May 2011	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good
26 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
5 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	2 - Weak 4 - Good Not assessed 3 - Adequate
23 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed

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