

Forrest Street Residential Children's House Care Home Service

30 Forrest Street
Airdrie
ML6 7AG

Telephone: 01236 856161

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

Service provided by:
North Lanarkshire Council

Service provider number:
SP2003000237

Care service number:
CS2008189964

About the service

Forrest Street Residential Children's House is a care home service provided by North Lanarkshire Council.

Forrest Street is registered to provide a care home service to a maximum of 6 young people between the ages of 8 and 18 years.

The house is situated in a residential area of Airdrie in a single storey, split-level building with six single bedrooms, all with en-suite facilities. The building is a modern, open plan design with very good living space including sitting areas, study area, quiet room and dining area. There is also a room near the entrance that can be used by visitors to maximise residents' privacy. Forrest Street has an attractive, enclosed garden area and a door entry system to ensure appropriate security.

The service aims to meet the individual needs of young people in a safe and inclusive environment. Its statement of aims includes being committed to working in partnership with families and professional agencies.

The conditions of registration are as follows:

1. To provide a care service to a maximum of 6 children between the ages of 8 and 18 years.
2. To comply with the current staffing schedules attached dated 27 February 2009, which must be displayed together with the certificate.
3. Any temporary accommodation for children in excess of the stipulated number of places must be notified to the Care Commission and follow the Care Commission's stated policy on emergency relaxation of conditions on numbers.

What people told us

The young people I spoke with were all happy at Forrest Street. They said they liked the staff and got on very well with them. They had favourite members of the staff team and gave examples of activities they had done with them.

They said it was good fun to be in Forrest Street and there was lots for them to do. They told us about going on outings to different places and described what they had done, often very enthusiastically.

Young people showed us their rooms and told us about staff getting different items for them and helping them to arrange the room to suit them. They said that they slept well and they had comfortable beds. If they woke up in the middle of the night and couldn't get back to sleep, the night staff would get them a drink and make sure they were tucked in.

We spoke with a student who was on placement at Forrest Street. She was very positive about her experience at Forrest Street and gave very good examples of her observations of the young people being well cared for. She described the overall service as "inspirational".

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	6 - Excellent
Quality of environment	6 - Excellent
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.

Young people we spoke with consistently described staff being warm, caring and supportive towards them. We observed staff and young people interacting in the house and saw very clear evidence of affection in relationships. This included positive, natural physical contact which the young people shared and enjoyed.

At the time of the inspection there were some younger residents who had experienced a range of difficulties in their early lives and who had struggled to cope with social situations in the past. The service had adjusted daily routines and was developing its ways of fully meeting the needs of this type of resident. The house was being used by the provider to accommodate these younger residents rather than it having a wide age range with different types of needs and lifestyles. This enabled the house to be organised and used in a variety of ways which allowed positive experiences and less restricted opportunities for younger children to play in age-appropriate ways. Staff were developing ways of helping the young people to participate in group activities and share toys and other resources. These strategies took account of the individual needs of young people as well as their achievements and successes.

Young residents were helped to settle in the evening with bedtime routines which included being read stories which they chose as well as being carefully tucked in and given goodnight hugs if they wished. This contributed to the sense of nurture, safety and comfort which matched identified needs.

Personal Outcome Plans (POPs) were in place for each young person as well as other documents linked to risk assessment, management of challenging behaviour and descriptions of individual focused work. 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. We saw that the plans, assessments and logs were up to date and showed evidence of regular adjustment to take account of changes to needs and the achievement of identified aims and goals.

Young people described a very positive range of activities, outings and holidays which they enjoyed. These included trips abroad such as Euro Disney which had met aspirations and ambitions and closer locations where they could try outdoor activities and sports. Young people also had access to community-based resources and events which they could choose.

Resident young people were all linked to relevant medical agencies and were able to access routine and short notice appointments as these were needed. The service had established links with a variety of organisations and health professionals who provided advice for staff and young people as well as treatment, information and personal attention for young people as required.

Meals and snacks were cooked on the premises and the menu reflected the choices and favourites of resident young people. The cook was aware of the different choices of individuals and alternatives were provided to suit all the young people. We saw that everyone was provided with opportunities for nutritious meals which met their preferences.

The service continued to work with and support ex-residents who lived in the local community. They were regular visitors to the house and were always made to feel welcome. The strength of the relationships they had developed with staff and managers at Forrest Street continued to be a source of comfort and inspiration for them.

The house provided a very comfortable environment for the young people. All bedrooms had ensembles and were decorated and arranged to suit the needs and preferences of their occupants. We saw a range of different ways of using personal space which suited each individual resident. Posters had been sourced as well as different ornaments, soft toys and other items. Young people we spoke with were happy that their room was very comfortable for them and a safe place to be.

There was a range of communal areas including sofas to watch TV and an area which was used for gaming in the evenings as well as for educational activities for some young people during the day. There were also quiet areas where young people could meet with visitors such as social workers or other professionals. They could also be used to chat to visiting family members if they preferred not to use their bedroom for such meetings.

The outdoor space at the house could be used for a variety of activities and was safe for a range of different games and pastimes including summer barbeques, gardening and relaxing.

Regular safety checks were carried out on the premises to ensure that any equipment was working properly and that all necessary fire safety systems and equipment was fully functional. We saw that young people and the staff group had a real sense of pride about the house and its use as a comfortable and safe place to live. At the time of our inspection, young people and staff were involved in putting up Christmas decorations around the communal parts of the house and this was very much a shared operation with lots of laughter and fun.

What the service could do better

The service should continue to develop ways of meeting the needs of younger residents with specific needs. The provider should ensure that, where possible, emergency admissions of older residents should be avoided. Putting the house over its registered numbers should only happen as a last resort due to the potential effects on the comfort and wellbeing of the young residents.

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
26 Oct 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
29 Oct 2015	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
25 Jul 2014	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 6 - Excellent
2 Aug 2013	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
29 Nov 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 6 - Excellent Management and leadership 6 - Excellent
6 Oct 2011	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 5 - Very good Not assessed
13 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
7 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
25 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
7 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good
24 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 3 - Adequate

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