

Moredun Young People's Centre Care Home Service

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Edinburgh
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Telephone: 0131 664 5297

Type of inspection: Unannounced
Inspection completed on: 9 February 2018

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Care service number:
CS2003010920

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Moredun Young Peoples Centre (Moredun YPC) is operated by city of Edinburgh council social work department. The home is a purpose built property situated within a housing estate on a main route to Edinburgh. The home provides care for a maximum of eight young people who are aged from 12 to 18 years, who for a variety of reasons are unable to reside with their families.

The home is within close proximity to local amenities and public transport.

What people told us

The young people we spoke with told us that in the main Moredun was a good place to live. They could all identify staff they got on well with and who they felt supported them. They said that their keyworkers were "amazing" and "staff treated you like their own", however they also said that sometimes they were bullied and intimidated by other residents and that other residents slapped them and were threatening towards them. They said that staff intervened when they saw that happening but it did not make it stop. They told us that sometimes they did not feel safe because of the behaviours of other residents.

Young people said that they enjoyed the company of the staff. However, they said that they often felt that staff did not have enough time for them as they were caught up with the behaviours of the other young people or doing office things. This was further exacerbated because the home had to accommodate young people over the usual number of residents because of emergencies.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed their improvement plans and quality assurance systems which identified their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

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

What the service does well

At this inspection we looked at quality themes of 'care and support', 'environment' and 'management and leadership'.

We found that there were some positive outcomes for some young people who were living at Moredun YPC. Some of the young people were attending and achieving at school and on work placement and had established steady and dependable relationships outwith the home.

Some young people benefited from established positive relationships with the staff and, for them, the basic care provided was good. It was evident that staff were committed to the young people and they worked hard to be supportive and encouraging towards them.

The young people were confident when speaking with staff and encouraged to give their views about how they were cared for. The staff were, in the main, sensitive and considerate towards the young people and were respectful of their personal views.

Some of the young people told us that they enjoyed activities both within the home and in the local community. Staff supported them in their chosen hobbies and offered new experiences whenever possible.

At the time of the inspection the home was having some refurbishment carried out. It was envisaged that the work being carried out would make the home safer, more comfortable and attractive.

The young people we spoke with told us they liked their bedrooms and they had opportunity to decorate them to their own taste.

We saw good relationships between staff and although staff told us they had been through a difficult time they felt they worked well together. Staff told us that they felt supported by colleagues and managers which helped them to reflect positively on their work with the young people. The staff and young people held the manager in very high regard.

What the service could do better

The mix of young people had caused considerable challenges for staff and had resulted in some serious incidents. We were concerned about the level of unsafe behaviour presented by some young people both in the home and in the community and the lack of strategies available to staff to enable change. We also found some examples of lack of appropriate guidance and responses from staff which resulted in young people continuing with inappropriate behaviours. **See requirement 1.**

Despite this the local authority continued to place young people in the home. A number of crisis placements and young people with similar, serious complex needs added to the pressures on staffing and impacted on day to day living for the young people. This was evidenced by the increase in unsafe incidents within the home and in the community. **See recommendation 1.**

Statutory 72 hour reviews, where young people were placed on an emergency basis, had not taken place. This meant that essential information plans and paperwork was not made available to the home, within appropriate timescales, in order to plan effectively for the young people. **See requirement 1.**

At the last inspection we recommended that the manager should ensure that all staff receive formal recorder supervision on a regular basis in order to support them in their work with young people. Regular team meetings should be re-established to provide a forum for staff to discuss practice themes. We saw evidence that this had improved for a short time. At this inspection the service had staff vacancies both at main grade and senior level. Whilst staff said they felt supported by their colleagues and managers we found that many of the staff support systems had broken down. Some staff had not received one to one formal supervision, there was a reduction in the regularity of staff meetings and use of shift planning tools. All of this had impacted on staff morale and confidence and consequently on the care of the young people. **See requirement 2.**

Young people told us that they had been slapped and bullied by other young people. Whilst staff intervened when that happened, the behaviour had not stopped. **See requirement 3.**

Significant incidents had not been reported to the Care Inspectorate contrary to notification guidance. **See requirement 2.**

We saw that the environment in the home was sparse and unwelcoming. There had been significant damage to furniture and fittings. There was a general sense of lack of care for the environment which was a change from previous inspections. At the time of the inspection support staff were off meaning that care staff were doing household tasks such as cooking and cleaning. The complex needs of the young people meant that staff had limited time to carry out these duties and as a result the house was very untidy. The presentation of the home did little to encourage young people to be respectful of their environment. Whilst there was refurbishment in progress at the time of the inspection we were concerned about the significant deterioration in the environment since the last inspection. **See recommendation 2.**

We observed unsafe practice in response to fire safety. We addressed this at the time of the inspection and reported to the Fire Safety authority.

At the last inspection we recommended that the management team at Moredun developed a system to audit care plans to ensure that they were up to date and relevant. This was in order to provide staff with guidance about the strategies they should use to help young people to achieve their goals. In light of the concerns we had as a result of the inspection we concluded that quality assurance systems and management overview of practice was failing to identify practice issues and areas for improvement. **See requirement 2.**

Requirements

Number of requirements: 3

1. In order to protect young people the provider must demonstrate and ensure that all young people have a care plan which meets their needs. This must include:
 - Staff completing the care plan must have appropriate knowledge and expertise to undertake the assessment of need or risk
 - Detailed chronology and assessment of need has been sought and provided by the placing social worker to enable effective care planning
 - Clear risk assessments must be in place which identify the risk and action to be taken to address the risk. Sufficient detail regarding the need or risk must be recorded
 - The care plan must be communicated to staff involved in the day to day care and support of the young person
 - The review must consider how effective the care plan has been and any other action that is needed to address the needs of the young person

This is in order to comply with: SSI 210 (2011) 4 (1)(a) - a regulation that a provider must make proper provision for the health, welfare and safety of service users

Timescales: One month from publication of this report

2. The provider must ensure that quality assurance systems are robust and used effectively in order to identify areas for improvement. This must include:
 - staff supervision which is recorded, identifies staff strengths, areas for development and training needs and review of case work

- regular team meetings
- review of incidents and appropriate notification to the Care Inspectorate

This is in order to comply with: SSI 210 (2011) 4 (1)(a) - a regulation that a provider must make proper provision for the health, welfare and safety of service users

Timescales: One month from publication of this report

3. The provider must carry out a review of the bullying incidents, develop an anti-bullying strategy and put an action plan into place in order to keep young people safe.

This is in order to comply with: SSI 210 (2011) 4 (1)(a) - a regulation that a provider must make proper provision for the health, welfare and safety of service users

Timescales: One month from publication of this report

Recommendations

Number of recommendations: 2

1. The provider should consider strategies to minimise disruption to the lives of young people as a result of crisis placements.

National care standards - Care homes for children and young people - Standard 4 - Support arrangements

2. The provider should ensure that the building and the internal environment is maintained to a reasonable standard.

National care standards - Care homes for children and young people - Standard 5 - Your environment

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 Aug 2016	Unannounced	Care and support
		4 - Good
		Environment
		Not assessed
		Staffing
		4 - Good
		Management and leadership
		Not assessed

Date	Type	Gradings	
8 Dec 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
10 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Sep 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Mar 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
20 Sep 2012	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
27 Mar 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Nov 2011	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
9 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed Not assessed
2 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed 4 - Good
3 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good Not assessed
20 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
17 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed Not assessed
15 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good

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