

The Bungalow Care Home Service

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Type of inspection: Unannounced
Inspection completed on: 29 January 2018

Service provided by:
Starley Hall School Ltd

Service provider number:
SP2004006683

Care service number:
CS2012310747

About the service

The Bungalow is a care home service for up to three young people aged between 15 and 18 at one time. The service is situated in a residential area about two miles from Kirkcaldy town centre. The premises consist of a single-storey detached bungalow with a front and rear garden. The house has three bedrooms, a bathroom and shower room for use by young people, a kitchen and living room.

The service provider is Starley Hall School Limited, a private limited company which operates two other care home services and a school care accommodation service, all in Fife. The service's overall aim and objective is to provide young people with 'high standards of care and support so that they can develop their skills and become successful learners, responsible citizens, effective contributors and confident individuals.'

The Bungalow registered with the Care Inspectorate on 18 January 2013.

What people told us

We spoke with both young people during our visits, though one had only just arrived and was busy settling in, and had tea with them. Another gave very positive feedback, saying his move there had been very good and describing the home as tranquil. He liked most staff and said he could tell they wanted to be there.

Self assessment

We did not ask services to submit self-assessments 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

The service demonstrated an outstanding performance in care and support for the second year in a row, and there were major strengths in staffing, with aspects of excellence.

The Bungalow continued to provide a highly impressive level of long-term stability and continuity of care for its young people, leading to a range of excellent outcomes and experiences. Staff very successfully established beneficial but flexible routines in a relaxed and nurturing environment. Young people received clear messages that they mattered, with affection, encouragement and celebration of important events. There were very well-planned and gradual transitions into the home. The young person who had just arrived had visited over a period of time and been able to choose his bedroom décor and furnishings. Staff who had previously worked with him would continue to do so to minimise disruption. This strongly individualised approach was very impressive.

Expectations of considerate, responsible behaviour were quickly established and provided a framework for daily life. This was the norm, though staff dealt skilfully with any inevitable tensions. They used humour, honesty and empathy, encouraging young people to reflect and develop decision-making skills. This extended to keeping themselves safe, though staff also provided additional safeguards where necessary.

School or college/work attendance was excellent. Young people learned a range of necessary independence skills, made very good use of the local community, and kept active. They received support to develop interests. They exercised a high degree of choice in their daily lives. This approach provided a strong foundation for them to move on successfully to the next stage. At this point the staff team continued to play a part in the lives of a number of young people living more independently, offering practical and emotional support.

Rigorous recruitment and selection practices ensured only suitable staff were employed. The induction was comprehensive and systematic, providing new staff with a very good foundation for working in the home and demonstrating competence in the required areas. An excellent, systematic learning and development programme was linked to the service's strategic aims, framework of care and improvement plan. Staff received very good support, including regular supervision and were all encouraged to be reflective and keep up to date with research and best practice. Their commitment to and positive relationships with young people were evident.

What the service could do better

We suggested that each young person's records should contain an up-to-date list of medication with details of what it has been prescribed for.

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	
12 Jan 2017	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent
22 Jan 2016	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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