

## Gladstone Child Care - Auchmuty Drive Care Home Service

24 Auchmuty Drive  
Glenrothes  
KY7 5NE

Telephone: 01592 563130

Type of inspection: Unannounced  
Inspection completed on: 24 April 2018

**Service provided by:**  
Gladstone Child Care Ltd

**Service provider number:**  
SP2006008379

**Care service number:**  
CS2011303104

## About the service

The service was registered by the Care Inspectorate on 13 December 2011 and is part of Gladstone Child Care Ltd which provides four registered services in Fife. Auchmuty is in the town of Glenrothes.

Situated in domestic premises in a residential area, the service seeks to provide positive experiences to support two young people to grow and develop. The house had two bathrooms, two bedrooms, a small office, a living/ dining room, kitchen and conservatory extension, leading to a small enclosed garden. The house is close to public transport routes and local amenities including shops and a library.

At the time of our inspection two young people were living in this service, both aged 14. Both of the young people were present during some of the inspection.

## What people told us

We observed the interactions between the adults caring for the young people and the young people throughout the inspection. Young people appeared to be relaxed and confident towards the adults, and engaged in jokes and banter. This was an indication of the positive relationships which had been established with the young people.

Neither of the young people wished to speak with the inspector individually, however we chatted informally with the young people during the course of the inspection. Young people suggested that they would like more of the sort of food they liked, whether it was healthy or not.

## Self assessment

The Care Inspectorate did not request a self assessment for this inspection.

## From this inspection we graded this service as:

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

## What the service does well

We saw that there were very positive relationships between the young people and the adults caring for them, and spontaneous laughter and affection. This helped the young people feel safe and cared for. It was evident from this that the young people had confidence in the adults around them, laughing and joking with them.

Comprehensive care plans were in place, which provided staff with clear guidance about what was needed from them in order to meet each young person's needs. These were agreed with the young people and reviewed regularly, so that progress was recognised and changes made to the support if required. It was evident that the service worked closely with other professionals involved with the children/young people, and kept them updated, as well as with the children/young people's families/carers.

Care plans were linked with individual crisis management plans where children/young people's likely behaviours were identified. These included strategies which could be used by staff and the children/young people in order to help prevent them from becoming anxious or agitated, and to minimise the impact from their anxiety or agitation.

Significant events during the young person's time in the service were recorded in chronologies colour coded to highlight different areas of their care; positive events as well as those of concern. They were helping staff plan changes to children/young people's care plans as a result.

Young people were registered with local healthcare services; GP, local pharmacy, dentist and optician and appropriate referrals were made to specialist healthcare services where necessary. Systems for medication were effective, and audited regularly to make sure any discrepancies were identified and rectified promptly. Young people were encouraged to develop healthy lifestyles. They were provided with a range of healthy, nutritious meals, encouraging them to try a variety of menus and learning about different foods and recipes, while taking account of their preferences. Since our last inspection the service had introduced a system of individual hand towels, which helped prevent the spread of infection.

Staff were trained in child protection and were aware of the risks of child sexual exploitation for the young people living in Auchmuty. They were aware of the hazards presented by young people's use of the internet and social media, and put in place systems to prevent inappropriate use.

There was evidence of a strong, clear vision for the services of Gladstone Childcare, which was shared by staff and supported by the board of directors. The management structure allowed for career progression, and for staff to take on individual responsibilities. Staff worked closely with partner agencies to provide support for young people, including advocating on their behalf. The organisation linked with others in the sector and promoted the provision of high quality care through the wider community.

The manager and team leader had a direct overview of practice, and an on-call system ensured that staff could receive management support at any time. The manager and team leader led by example to help embed the organisation's ethos in practice. They were proactive in looking to make continued improvements leading to the best outcomes for young people. Staff and young people confirmed they were confident in approaching the manager or team leader with any concerns or suggestions. They met regularly which allowed for reflection on practice and opportunities to plan developments, leading to the service development plan. We saw that there were systems in place for audit throughout the service and to the board of directors.

## What the service could do better

The service should continue to develop their care plans to identify where progress was made and highlight small steps made towards achieving outcomes. They should continue to help staff keep updated in advances in technology, internet use and social media to help keep young people safe.

We discussed the information held about young people. We advised that where the service were given information by third parties, which may impact on the support required, the accuracy of the information was verified.

We advised that the organisation looked at ways to increase independent advocacy for young people, and direct overview by board members so that children/young people had direct access to pass on their views.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
26 Apr 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
30 Jun 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
15 Jun 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
3 Apr 2015	Re-grade	Care and support Not assessed Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
27 May 2014	Unannounced	Care and support 4 - Good Environment 3 - Adequate

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good 4 - Good
27 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good
19 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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