

Gladstone Child Care Ltd - Gladstone Cottage Care Home Service

Gladstone Cottage
162 Station Road
Thornton
Kirkcaldy
KY1 4DP

Telephone: 01592 775774

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

Service provided by:
Gladstone Child Care Ltd

Service provider number:
SP2006008379

Care service number:
CS2006125110

About the service

Gladstone Cottage is part of Gladstone Child Care Ltd which provides four registered services, in Fife. Gladstone Cottage is situated in the village of Thornton, close to public transport routes and local amenities. It is registered to provide care for up to five young people at a time.

The accommodation is on two floors in a large stone built cottage which had been extended. Each young person has their own bedroom and there are two offices, one of which includes a sleep-in room for staff. The kitchen is large and well-appointed. It is open plan to the large sitting room. There is sufficient communal space for a range of activities as well as areas for confidential discussions and meetings. The house has a welcoming and homely atmosphere.

At the time of the inspection, there were four young people living at Gladstone Cottage, aged 12, 15, 16 and 16.

There was a team leader and senior practitioner in each of the four services, overseen by the registered manager.

What people told us

We joined the young people over two meals during the inspection and chatted informally. We observed the interactions between the young people and the adults caring for them throughout the inspection. We spoke individually with two of the young people, and four Care Standards Questionnaires (CSQs) were completed and returned to us by young people. In these, one young person agreed with the statement "Overall I am happy with the quality of care I get here" and three indicated that they did not know. However, when we spoke with two young people they told us that "It's fine living here " and "Everything is ok, staff treat you the way they should." Other comments were very positive and included:

"I don't like care homes but this one is good."

"I feel safe here, everyone is friendly."

"The food is really really nice."

"I'd give them 8 out of 10 and they only need to change the living room curtains and the notice boards to get 10."

Self assessment

The Care Inspectorate did not request a self assessment for this inspection. We took account of their improvement plan in our assessment.

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 Gladstone Cottage. 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.

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

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
27 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
27 May 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
24 May 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
16 Dec 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 May 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Dec 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Aug 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.