

Hunters Crescent Care Home Service

29 Hunter's Crescent
East Kilbride
Glasgow
G74 3HY

Telephone: 01355 270839

Type of inspection: Unannounced
Inspection completed on: 25 April 2018

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003051275

About the service

Hunters Crescent is owned and managed by South Lanarkshire Council as part of its range of services for children and young people. It is registered to provide a care home for a maximum of eight young people.

The service is provided from a purpose-built house in a residential area in East Kilbride. The service aims to "provide care for children in South Lanarkshire who require a safe environment".

The service's conditions of registration are as follows:

1. To provide a care service to a maximum of 7 children and young people aged 8 - 20 years. When two siblings choose to share the largest bedroom the maximum number can be 8.
2. To comply with the current staffing schedules attached dated 7 February 2007, 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 Inspectorate and follow the Care Inspectorate's stated policy on emergency relaxation of conditions on numbers.

What people told us

Young people we spoke with during the inspection were generally very happy with the care they received at Hunters Crescent. They told us they felt safe living there and that they felt the house was comfortable. They said that they got on very well with the staff and managers and that they could confide in them if needed.

Individual young people mentioned specific activities they enjoyed and described being helped to develop their skills with help from staff.

Some of the residents were quite new to the house and were still developing relationships with staff and other young people. They described staff making them feel welcome when they arrived. The house was described as "comfortable" and "a good place". It was also mentioned that it could be "noisy and very busy" at times.

Self assessment

The Care Inspectorate is not requesting submission of self assessments at this time.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We looked at the Quality Themes of "Care and Support" and "Staff and Staffing" at this inspection.

The young people who were living at Hunters Crescent told us that they were generally happy and that they felt safe there. We saw very good evidence of positive relationships between young people and the staff who cared for them. This enabled young people to confide in trusted adults and feel relaxed and comfortable in their company.

Daily routines were in place to suit the needs of individual young people. These included attendance at learning resources and a range of planned activities with agencies which supported the learning and development of the young people. Staff helped young people to ensure they could attend as consistently as possible.

Plans were in place to describe the needs of individual young people and how these needs would be met. We saw that these personal care plans as well as other documents such as risk assessments and Promoting Positive Behaviour (PPB) baseline plans were regularly updated and adjusted. This was done to take note of changes to needs as well as achievements and developments made by young people.

Links were in place with a range of medical resources to enable young people to have prompt and easy access to healthcare. These included local GPs, dentists and opticians as well as other specialist services and agencies. We saw that some young people had regular contact with professionals who provided specific types of support as well as information and advice for staff which enhanced overall care for the individual.

We heard from young people and staff that there was a good range of activities available for young people. Some of these were for individuals, taking into account local friendships, knowledge of the local community and personal preferences and interests. Others were group activities and outings which enabled resident young people to share experiences and events. We heard about different trips to places in the local community as well as holidays further away and visits to different leisure facilities and attractions. We were told about whole house events such as Hallowe'en, snowman building and a bake-off competition. We also saw the result of a recent scarecrow building competition.

Young people got together regularly to discuss activity programs and holidays as well as day to day subjects like menus. They also voiced any concerns or questions they had about the overall running of the house and expressed opinions about the layout and décor of the house and garden.

The staff team was experienced and we heard that there had been no changes to the membership of the team since the last inspection. Staff we spoke with said that the team worked well and was inclusive and supportive to all involved. We heard from individuals that they worked flexibly to meet the needs and ambitions of the young people as well as sharing skills, interests and ideas.

Team meetings were used to develop a range of strategies for working with young people and developing positive relationships with them. They were also used for reflective work to evaluate different working practice and identify ways of helping individual young people cope with stresses and pressures in their lives. Individual staff told us that they found the meetings to be constructive and helpful for coping with daily life in the house.

Staff deployment was monitored by managers and we heard that staff felt supported in their work. Extra staff could be used when needed and there an understanding that individual work with young people would be prioritised when it was required to ensure that needs were met.

Members of the team told us that they were able to access a range of training which helped them to work with the young people in their care. This was accessed within the provider organisation and through external events. We were also told about regular supervision, both formal and informal which was said to work well to enable staff to work to a very good level.

What the service could do better

Since the last inspection, work had been carried out to streamline the system used to gather, store and share information for care planning and the day to day running of the house. However, the system was still repetitive in places and this meant that staff spent a considerable time dealing with 'paperwork'. There was a mix of electronic and paper copies of documents and this had the potential to lead to difficulties in concerted planning as some staff preferred to use the paper versions and others used the electronic ones.

Residential services and the staff teams were still excluded from the service provider's overall electronic system and this meant that the information sharing between placing social workers and the staff could be problematic. It would be beneficial if information about the overall work with young people and their families could be shared and stored across one system.

The content of some care planning documents and risk assessments was overly complicated and not user friendly for young people. There was a need for young people to be encouraged to develop ownership of their plans and contribute more directly to their content wherever possible.

The use of weekly planners for young people could be expanded and for those who used phones and other devices, the option of being able to have it electronically would be useful. At present, weekly planners were used mainly for staff to be aware of planned events for young people.

Across the staff team, sharing information such as team meeting minutes and new policies could be effectively achieved using group emails.

We saw that there was a wide range of different ages and types of needs among the resident group. It may be worthwhile for the service provider to consider whether young people with similar needs could best be accommodated together as this might contribute to staff teams developing relevant skills and make it easier to have productive daily routines for young people.

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
3 May 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
9 Jun 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
18 Mar 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
9 Dec 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
11 Feb 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
12 Dec 2013	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
5 Oct 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
5 Oct 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
18 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
3 Aug 2010	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	Not assessed
8 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Aug 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
30 Apr 2009	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
30 Apr 2009	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
28 Dec 2008	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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