

Tom's Croft Care Home Service

Bunachton
Inverness
IV2 6AL

Telephone: 01808 521 707

Type of inspection: Unannounced
Inspection completed on: 31 May 2018

Service provided by:
Common Thread Ltd

Service provider number:
SP2005007437

Care service number:
CS2012308053

About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was registered with the Care Inspectorate on 02 October 2012. 'To provide a care home service to a maximum of three young people between the ages of 8 and 18 years. The service could also use one other named house to accommodate 2 young people between the ages of 8 to 18 years'.

Tom's Croft is a large, modern build, detached house set in significant grounds. There are no adjoining neighbours and it is in a very rural location. The accommodation consists of five bedrooms, two of the service bedrooms have ensuite and there are a further two bathrooms. There is a large lounge, conservatory, large kitchen, dining room and utility room. The design of the property lends itself to the aims and objectives of the service, to offer young people a small and family like environment, where they can work on their difficulties and issues. Set in the grounds is a very large summer-house extension.

The additional house at Newton of Belivat is situated in the country side and is a cottage type accommodation. The house consists of a lounge area, kitchen/dining area and a large conservatory. The house is well maintained and has a very homely feel. The house is surrounded by large garden areas and woodland.

What people told us

During the course of this inspection we spoke with various people. We spoke with young people who were at home. We spoke with placing social workers. We also looked at feedback gained from the service from external agencies. We also took account of the completed questionnaires that had been returned to us by young people and the staff team. On the whole, all people we spoke with were satisfied with the service being provided. Comments noted included the following:

- 'I like being here'.
- 'I feel safe here'.
- 'There are lots of things to do and staff take me to things to do in Inverness'.
- 'I like to run about the garden and play football'.
- 'The food is good and I get to choose what I like'.
- 'The staff are always trying to make me eat more healthy stuff'.
- 'Since the young person has been placed their health has really improved and this seems to be a combination of attending appointments but also the level of nurturing care that they have had'.
- '.....very clearly has a good relationship with the staff'.
- 'Staff understand and what he needs and can respond to him in a way that works for them'.
- '.....is very well thought of and staff have consistently been on their side and positive about them'.
- 'Staff strongly advocate for within education and in hearings and as a result they are now in school full time. Before going to Tom's they were only in for one hour a day'.
- '..... is really at home at Tom's'.
- 'The environment has improved from when I visited a number of years ago and it is more homely and looks more like a home than a unit'.
- 'Communication is very good. I receive weekly feedback but I feel they could be shorter'.
- 'Think it might be a good idea to have the office elsewhere as young people are not allowed in and have to speak to staff at the door. Might be an idea to have the door shut if staff are not in the main house and in the office'.

Self assessment

We did not request a self-assessment in this inspection year.

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 evaluated both the care and support and management and leadership at Tom's Croft and Newton of Belivat as very good. This meant that the service demonstrated major strengths in supporting positive outcomes for young people and did not require significant adjustment.

We found that all young people were settled and comfortable in their surroundings. We observed some very good interaction between staff and young people. Young people were confident with the staff team and chatted away throughout our visits and genuinely looked happy.

Young people had a detailed care plan in place. The care plan identified the outcomes to be achieved and young people were fully involved when this was drawn up. Some good work had been carried out to develop new care plans and these were an improvement on the previous ones. The new care plans were to be rolled out to all Common Thread services.

Young people had risk assessments in place when these were required. The risk assessments were realistic and enabled young people to take appropriate risks. Risk assessments were updated when there were changes to reflect the current risk to young people.

Young people lead a healthy life style and were registered with relevant health care agencies. Young people were encouraged to eat a healthy diet and we saw an improvement in the dietary requirements of some young people who had caused concern in the past. This was also confirmed by placing social workers.

Young people were encouraged to take part in outdoor activities and the environment at both houses enabled them to play football, or other outdoor activities, as the garden areas were vast.

There had been many improvements made to the outside areas of both homes. For example, young people had planted vegetables in containers and comfortable seating areas installed.

Young people were encouraged and supported to attend activities in the local community.

Young people were attending school and there were very good links between education and the houses. Young people were assisted to make the transition from primary school to secondary school easier through very good support from the staff team.

Other agencies told us that they found the staff team to be very supportive to young people and during discussion with staff, it was clear that they really knew the young people they cared for.

Since the last inspection there had been a turnover of staff. However, new staff had been recruited and had completed their induction. New staff we spoke with told us that they had been welcomed and supported well by established staff and the manager.

Regular audits were carried out by the manager of the services. The quality assurance systems that were in place were very good and enabled an evaluation of the quality of the service being provided.

Regular feedback was requested from young people, parents and external agencies and this was evaluated and also used to assess the quality of service provision.

What the service could do better

The service needs to review the documentation to record accidents to ensure this is compliant with Data Protection legislation.

The service may consider reviewing the current documentation to record incidents, restraints to include a record of the debriefs carried out within the same documentation. The current documentation is lengthy and cumbersome.

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	5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Aug 2016	Announced (short notice)	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
25 May 2016	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
23 Nov 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Aug 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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