

# Kyllimoons Care Home Care Home Service

Howgate Road  
Roberton  
Biggar  
ML12 6RS

Telephone: 01899 850608

Type of inspection: Unannounced  
Inspection completed on: 1 June 2018

**Service provided by:**  
Partners In Care Ltd

**Service provider number:**  
SP2007008923

**Care service number:**  
CS2007144696

## About the service

Kyllimoons Care Home is registered with the Care Inspectorate to provide a care home service for up to four children and young people. The service is based in Biggar and is operated by 'Partners in Care'.

The service has been registered with the Care Inspectorate since 1 April 2011.

The objectives of the service include:

- ensuring that all children and young people feel safe, secure and cared for.
- working closely with young people in developing strategies to assist them in working through some of their difficulties and support them in coming to terms with their past.
- providing opportunities and challenges, enabling each young person to develop in confidence, self-worth, and the responsible exercise of personal rights and to respect the rights of others.
- assisting each young person to settle, stabilise their behaviour and allowing them the time, opportunity and support to make decisions about their future.

Within the Statement of Purpose, the service states that it offers planned and emergency placements, considered dependent upon the needs of the young person referred and the compatibility and needs of the existing resident group. Placements offered can be short, medium or long-term.

## What people told us

We received four completed Care Standards Questionnaires from young people prior to the inspection. All young people agreed or strongly agreed that they were happy with the quality of care received at Kyllimoons.

Young people were eager to speak with us during inspection and to tell us about their experiences living within Kyllimoons which were mainly positive. Some young people met with the inspectors individually, whilst others expressed their views in the company of others at meal times.

Comments gathered from young people included:

"I'm leaving, I'm happy to be going but that's not about Kyllimoons, its because I'm far away from my family and friends. If I could pick up the house and and carry it with me, I would".

"I've stayed here so long, I've been able to try every bedroom at one time or another - I like the one I have now, its got the best WiFi signal".

"Food is really good".

"Staff have really helped me. For 2 years solid staff took me to appointments and waited outside for me. This helped me talk more in the room, coz I knew they were outside and would always support me no matter what".

"Staff helped me stick in and achieve in school. They also got me a tutor - this helped me get my Highers and my Nat 5s".

"Some young people annoy me".

"My keyworker is good, we have lots of things in common. I hope they stay in touch with me".

"I want to be here as long as possible".

"It's taught me that there are choices, I try to see other ways to get through things now".

"Best thing for me is staff still caring enough to cook me dinner. I have a job and I get home late. Having a meal waiting on me coming home makes a world of difference to me".

"My advice to other young people coming to Kyllimoons. It's a good place. It's like a good holiday. Don't do stupid things to waste it. You'll be ok here".

## Self assessment

We did not ask the manager to submit a self-assessment this year. Instead we looked at the service development plan for evidence of self-evaluation and improvement planning.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

The service's performance across both themes (Care & Support and Management & Leadership) was very good and demonstrated major strengths.

Young people were continuing to achieve very good outcomes. All young people were in education or employment. Health outcomes were highly commendable. The service had a positive focus on promoting healthy food choices and in cooking 'from scratch'. None of the young people smoked and we could see that individuals were thriving on the care and nurture they received from staff and peers within the service.

The majority of the young people had lived in Kyllimoons for a significant period of time and were very settled. They received support from a stable staff team with low turnover. This meant that staff knew young people extremely well and we could see that staff were responsive to young people's emotional wellbeing. Strong relationships had been formed which contributed to the nurturing experience. We heard positive feedback from placing social workers about the difference the service had made to the lives of young people. We also heard directly from young people about the value they placed on the staff commitment to them with comments including "they go the extra mile for you".

Care plans showed good understanding of the current needs of young people and the measures required to promote progress. Plans were written sensitively and conveyed positive regard for the young person. Plans were linked to the new Health and Social Care Standards and were reviewed regularly.

We found staffing ratio's to be very supportive which was having a very positive influence on the care received by young people. We saw evidence that young people felt their views were listened to and young people benefited from staff using their own skills and interests to share experiences and build relationships.

Staff were highly appreciative of support from managers who lead by example and were highly involved in the daily life of the house. Staff supervision and team meetings occurred regularly and were planned in advance. Very good quality assurance measures were in place to consider quality, content and frequency of internal systems.

Young people had been involved in recruitment of new staff. We could see that young people were very respectful of the house and its surroundings and general maintenance issues were addressed promptly.

Very good welcome material was available to young people about Kyllimoons. During the inspection we observed transition of one young person moving on from the service and a new young person arriving. It was pleasing to hear that the new young person had received the welcome pack in advance and had been able to make phone calls directly to the service to gain further insight regarding the placement prior to arrival.

## What the service could do better

Young people currently living at Kyllimoons are in their mid to late teen years. We have encouraged the service to continue to explore ways to meet the rights and responsibilities of older young people and promote positive transition to adult life. We discussed areas of consideration including supporting independence, understanding responsibilities and encouraging appropriate risk taking for progression. We have asked the service to develop an adult protection policy and suggested that staff access adult protection training to ensure any protection needs of older young people are fully considered (see Recommendation 1).

We considered daily recordings made by the service about young people and discussed ways that the service could improve the quality of recordings, minimise duplication and link these more specifically to care plans and outcomes. We have suggested that some recordings made in 'communal books' should be written specifically in young people's files to ensure this evidence remains with the young person throughout their care experience.

There had been recent changes at external management level. We felt that it was imperative that managers' meetings be reinstated to ensure the registered manager continues to benefit from a network of support and enable her to build on existing leadership skills. External quality assurance auditing could benefit from gathering views and feedback from young people as part of the process.

The service development plan could be embedded further. The majority of staff appeared unaware of the plan and were unsure how they contributed towards it. We suggested that this could be discussed and reviewed at team meetings. We have also encouraged the service to consider the ways that managers and senior staff use supervision to develop the wider team including greater use of reflective discussion and linking theory to practice. We look forward to seeing how this has developed at next inspection.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The provider should develop an adult protection policy and ensure that staff have access to adult protection training to ensure the protection needs of older young people are fully considered.

**This is to ensure care and support is consistent with the Health and Social Care Standards, which state that I will experience high quality care and support based on relevant evidence, guidance and best practice (4.11).**

## 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
24 Jul 2017	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 5 - Very good Not assessed
31 Aug 2016	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 5 - Very good 5 - Very good
8 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 5 - Very good
7 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 5 - Very good
16 Dec 2013	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 5 - Very good
19 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 5 - Very good 4 - Good 4 - Good
13 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 5 - Very good

Date	Type	Gradings
1 Jun 2010	Announced	Care and support 1 - Unsatisfactory Environment 5 - Very good Staffing 1 - Unsatisfactory Management and leadership 3 - Adequate
25 Feb 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
19 Jan 2010	Re-grade	Care and support 2 - Weak Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
29 Dec 2009	Re-grade	Care and support 2 - Weak Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
6 Oct 2009	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
10 Feb 2009	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
3 Nov 2008	Announced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate

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