

## Action for Children - 50 Land Street Care Home Service

50 Land Street  
Buckie  
AB56 1QS

Telephone: 01542 839068

**Type of inspection:**

Unannounced

**Completed on:**

22 June 2018

**Service provided by:**

Action for Children

**Service provider number:**

SP2003002604

**Service no:**

CS2003008802

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service is provided from a detached two-storey house in a quiet residential area of Buckie. The service is operated by Action for Children, a well-known National Children's Charity.

All children and young people have their own single bedrooms with en-suite facilities. Communal areas include a well equipped kitchen/dining room, large lounge, small lounge (equipped with a computer and electronic games).

There is a large, spacious, enclosed garden, which contains a large summer house. There is a large chicken run for chickens, hutch for rabbits and guinea pigs.

The service is registered to care for up to four young people between the ages of 10 and 18 years.

The aims of the service are:-

'To support young people in their care to rebuild family relationships and return to their local community, or to support them into adulthood and to maintain their own tenancies.'

## What people told us

During the course of this inspection we spoke with various people. We spoke with young people, we spoke with staff, the managers of the service and with placing social workers. On the whole, people were pleased with the level of care being provided by Action for Children, 50 Land Street. Comments noted included the following:

- 'It's OK living here and most of the time I feel safe.'
- 'The food is good and we do the menus.'
- 'Most of the staff are really nice.'
- 'I think I am doing well here and would like to go to college and then get a job.'
- 'I would like to stay here for a while as I don't think I am ready for my own place just yet.'
- 'I really like having the pets here.'
- 'I would like a T.V. in my room.'
- 'I think we should have Wifi just like any other family home.'
- 'I think I am doing well here.'

External agencies told us:

- 'I am very pleased with the work that is being done by the staff at Land Street.'
- 'I think communication is very good.'
- 'I am always made to feel welcome when I visit and there is a homely feel to the house.'
- 'I get weekly updates about the progress of the young people I have placed there.'
- 'The young person feels safe at Land Street.'

- 'The young person is able to cook, clean and look after herself and her independence skills have been promoted at her pace.'
- 'Staff promote family contact and really try hard to give.....as normal a home setting as possible. For example, encouraging them to visit friends.'
- '..... shows some normal teenage behaviours and this is managed with ease within the home.'
- '.....has been encouraged to attend different conferences to speak about being a 'Looked After Child' and they have done this really well.'
- 'I would like .... to stay at Land Street as long as possible.'
- 'Staff communicate with school regularly.'
- 'Staff encourage pupils to come in every day and call for help if required.'
- 'Staff regularly attend meetings that are called and pass on information.'
- 'Staff work with us to get a positive solution to any problem.'

## Self assessment

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

## 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

We evaluated both the care and support and management and leadership at 50 Land Street as very good. This meant that the service demonstrated major strengths in supporting positive outcomes for young people and did not require significant adjustment.

There was a detailed care plan in place for all young people and this identified the outcomes to be achieved. Young people had been involved when the care plan was drawn up and the plan was reviewed on a regular basis.

There were appropriate risk assessments in place for young people who required these and they were updated when there were changes.

Young people were encouraged to take part in outdoor activities and eat a healthy diet. Young people were supported to attend local clubs. Young people assisted with cooking if they wanted. One young person we spoke with really enjoyed preparing meals for staff and other young people and hoped this would help in a future career in hospitality.

Young people were able to have a pet in the care home. Young people cared for their pets and these consisted of rabbits and guinea pigs. There was also a large run at the rear of the garden where chickens were kept. It was a common occurrence to see the chickens and rabbits running about in the garden.

The health and wellbeing needs of young people were met well by staff at 50 Land Street. Young people were registered with a local GP and other health care professionals. Young people were supported to attend health care appointments when required.

Young people were supported and encouraged to attend school or college. Guidance staff told us that this was the case. Guidance staff told us that there was very good communication between the school and the care home and that improved outcomes for young people.

Staff and young people interacted very well. We observed several examples of good practice during our inspection. Young people were comfortable with staff and there was clear evidence that they had developed strong relationships with the staff team.

Staff training was carried out on a regular basis. Staff spoke of having 'lots of training'. Staff meetings were held on a regular basis and staff received one to one support from their manager. Staff felt well supported by their manager:-

'with support from my manager I have gained experience that I need to perform my role'.

Staff referred to their colleagues as being very supportive and of:-

'a good strong team who push for opportunities for our young people'.

External agencies spoke highly of the staff team and said they were made to feel welcome when they visited the care home. External agencies told us that communication was very good and that the partnership working had improved the outcomes for young people.

Quality assurance systems were in place and these were well used to evaluate the quality of service provision. For example, feedback from young people, external agencies and parents was evaluated to gain an understanding of how well the service was operating.

Audits were carried out by the manager and the senior manager of Action for Children, to ensure documentation completed by staff was of an appropriate standard. For example, daily contact records and care plans.

All in all, we found that the service was operating to a very good standard. This was reflected in the good outcomes for young people.

## What the service could do better

The service should continue to carry out the current practice of regular audits to ensure this quality of care and support is maintained.

## 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
9 Jun 2017	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing Not assessed Management and leadership Not assessed
15 Aug 2016	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing Not assessed Management and leadership Not assessed
19 Mar 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
30 Jul 2015	Announced (short notice)	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
30 Jun 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
22 Jul 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
28 Nov 2012	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate
21 Sep 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 3 - Adequate
27 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 1 - Unsatisfactory
30 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
24 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
8 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
13 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
20 Aug 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 6 - Excellent 6 - Excellent 5 - Very good
23 Mar 2009	Unannounced	Care and support	Not assessed

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good
19 Jan 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good

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