Bachlaw Intensive Support Unit
Care Home Service

Upper Seaview
Cornhill
Banff
AB45 2HJ

Telephone: 01466 771395

Type of inspection:
Unannounced

Completed on:
17 August 2018

Service provided by:
Bachlaw Limited

Service provider number:
SP2009010631

Service no:
CS2009233837

About the service

Bachlaw Intensive Support Unit is registered to provide a care service to five young people in a the rural area of Cornhill, Banffshire, and five young people from a large detached house near the centre of the town of Banff. The houses share the same management team and share the same ethos, method of operation, beliefs and values. Each has its own staff team.

The rural property is set in 40 acres of farmland and forest and offers young people the opportunity to be involved in wide range of outdoor experiences, including a working farm, stables and fishing on a creel boat. There is a learning centre on-site (registered with Education Scotland as an Independent School).

The property in Banff offers young people easy access to local schools and community activities.

Bachlaw Intensive Support Unit state that their service: 'has been created in response to the identified needs of young people who have experienced trauma, display pain based behaviours and do not fit into mainstream provision. The aim of the service is to provide a positive experience where they can be nurtured, supported to deal with their difficulties and properly prepared for the time when they move on from the placement.'

The service has been registered since November 2009.

What people told us

Young people spoke to the inspectors individually, in small groups and during a walk-round of the outdoor farm and school areas. They shared news of the new developments since the last inspection. The inspectors also had the opportunity to join the young people for lunch (in both houses). One inspector was able to join the annual open day alongside young people, staff, family members and social workers. The event combined fun activities with an award ceremony, celebrating the achievement of young people (and staff) throughout the year.

When spoken with, young people were very positive about their care and support and the progress they had made in their lives. They generally described positive relationships with staff and huge achievements in their education, and in community events and clubs.

Young people told the inspectors about their recent holiday to Holland and of the sporting activities and events they were part of in the wider community (locally and further afield). Young people who were involved with the animals had also attended local agricultural shows; gaining rosettes for the rare breed sheep and horses, and working very hard during the lambing season and looking after all aspects of the horses' care.

Social workers provided requested feedback via email and telephone conversations. Feedback was overwhelmingly positive about the remarkable, and sustained, progress young people had made in a highly individualised and caring environment. Social workers and family members spoken with at the open day were equally positive about the care and support and progress young people had made, and were very happy that the young people were doing so well.

Ten young people returned the questionnaires sent to them by the Care inspectorate prior to the inspection. In response to the question 'overall I am happy with the quality of care I get here; nine replied 'strongly agree' and one 'agree'. Comments included:

- 'Good place to live'
- 'Generally I love it here'.

Self assessment

The Care Inspectorate did not request the submission of a self assessment document. The service have a number of ways in which they assess the quality of their service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

Young people living at Bachlaw were loved and cared for in a supportive, nurturing environment. Great importance was placed on the relationships between young people and the adults who cared for them, with staff spending quality time with young people engaging them in purposeful and fun activities and building on their individual interests and strengths.

Young people were doing extremely well. All of the young people were in full-time education and involved in a range of interests, clubs and groups which developed their confidence and life experiences. Young people played an active part in the local community, including sporting events, voluntary work and in their involvement in agricultural shows. All young people were encouraged to be the best they could be, by adults who were optimistic for their future and who celebrated their talent, effort and achievement.

Children and young people spent time with key staff to identify the support they needed to ensure they were doing well in all aspects of their lives. They had comprehensive support plans which were highly individualised, outcome focussed and regularly reviewed. Plans detailed how young people would be supported to achieve their goals and included strategies to minimise any identified risk. Targets were updated to ensure they remained relevant and focussed with all staff part of ongoing discussion to ensure the support they provided was meaningful and consistent, and focussed on young people doing well.

Healthy lifestyles were encouraged through activity, diet and a good use of the outdoor environment. At Upper Seaview young people spent a great deal of time outside, working and playing. The opportunity to work alongside the animals, or play in the forests, offered endless opportunities to develop relationships, grow in confidence and skill and take meaningful responsibility for important tasks. Young people at Milden (Banff) were heavily involved in individual interests in the community, which included sporting activity. All of the young people attended regular appointments and checks-ups to ensure their continued good health. Where they might require medication this was given, stored and recorded well. Effective child protection procedures and training were in place to safeguard young people.

Management and leadership of the service was exceptionally strong. All of the senior staff demonstrated immense passion, enthusiasm and commitment to positive outcomes for young people, and expected the same high standard from all of the staff. Staff spoken with aspired to this and were proud to work at Bachlaw.

The ethos and culture of the service, and expectations of staff were introduced during induction and continued through daily debrief, staff meetings, formal and informal supervision.

Staff had the opportunity for continual professional development (CPD), including new tasks and roles as the service developed. As an approved SQA provider the organisation was able to deliver professional qualifications (HNC and SVQ3 and 4) with various staff also trained to deliver training relevant to residential childcare. The managerial team had a good overview of the skills and qualities of individual members of the team, and of ensuring they were ready for increased challenges and responsibilities.

Various auditing and feedback systems were in place to ensure that the service was delivering high quality care and support and meeting young people's needs. Staff, social workers, family members and young people all contributed to feedback which was collated and analysed, with any suggestions considered as part of any improvement. An independent board of advisors provided an external overview and met to discuss and consider significant events and contribute to service improvement. They also provided an external review of incidents and any child protection concerns.

Staff and young people were involved in reviewing and developing the services improvement plan. All staff attended the annual review of the service where the team had the opportunity to look at the targets they set at the previous year and how these had been met, and to set further targets for the forthcoming year. At this, and previous inspections, there were real examples that the direction and development of service had been in direct response to the changing needs and interests of specific young people and to ensuring they continued to do well in the next stages of their lives.

What the service could do better

Generally, all of the staff would have completed first aid training and have current first aid certificates. At this inspection some of these certificates had expired, with renewed training being necessary to ensure the children and young people could have this immediate support, if required. The service were committed to resolving this as soon as possible so no recommendation has been made.

Suggestions were made to the way in which feedback was collected and collated, and to the use of more ambitious language in the participation strategy. Neither impacted on outcomes and were therefore made as suggestions for consideration.

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	
18 Aug 2017	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
19 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed Not assessed
21 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 6 - Excellent
18 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 6 - Excellent
21 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 6 - Excellent
20 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 6 - Excellent 6 - Excellent
1 Dec 2011	Unannounced	Care and support	6 - Excellent

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 6 - Excellent
2 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
29 Apr 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good

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