

Kempsthorn RCU Care Home Service

26 Kempsthorn Crescent
Pollok
Glasgow
G53 5ST

Telephone: 0141 276 3922

Type of inspection:

Unannounced

Completed on:

30 August 2018

Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Service no:

CS2003001058

About the service

This service has been registered since 1 April 2002.

Kempsthorn RCU is a Care Home Service for Children and Young People. The service is provided and managed by Glasgow City Council. Kempsthorn RCU provides residential care for up to eight children.

The service is located in a new, purpose-built house which opened in April 2012. The house provides spacious and modern accommodation with each young person having their own bedroom with en-suite facilities. Each bedroom is also equipped with a computer. The house also has two communal lounges and a large open-plan kitchen/dining room.

Its conditions of registration are as follows:

1. To provide care home to a maximum of 8 young people.
2. The age range of the young people to be accommodated shall be 6 to 18 years.
3. To comply with the current staffing schedule, dated 22 March 2013, which must be displayed together with the certificate of registration.

What people told us

We had conversations with young people who were living at Kempsthorn. They were happy there and said it was a nice place to live. The young people spoke positively about the staff who looked after them and were able to describe different events and activities staff had helped them to do and enjoy.

Young people showed off their memory boxes which had photos and souvenirs of trips and places they had visited. They also said they could ask to go to different places and staff would take them there.

We saw the young people playing on skates and skateboards outside and they told us that they enjoyed being able to play there.

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

What the service does well

We looked at the Quality of Care and Support and Quality of Environment at this inspection.

At the last inspection we heard that it was intended to develop the service to meet the needs of younger children who had complex needs and who would benefit from being with others of a similar age. Very good progress had been made in developing staffing levels, staff skills and the overall care packages for the resident young people. Young people were also reassured that they would be able to stay at Kempsthorpe as long as they wished and for as long as it was the right place for them.

We found very good evidence of positive relationships between young people and staff which enabled the young people to feel safe, comfortable and well cared for at Kempsthorpe. We saw that young people enjoyed the company of the staff and interacted with them in relaxed and friendly ways. There was a warm caring ethos to the house which was evident across daily routines and activities. We consistently saw staff being affectionate towards the young people which was appreciated by them and usually returned.

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 were regularly updated and adjusted. This was done to take note of changes to needs as well as recognising achievements and developments made by young people. Personal plans were used to help the young people understand their aims and routines and the version called 'my personal plan' was graphic and intended to engage and interest the young people to be as involved in their own planning as they could be.

The healthcare needs of young people were well met, with young people accessing a range of services to ensure their physical needs were met as fully as possible. Good use had been made of relevant professionals and agencies to share information with the staff team which would enhance their knowledge and understanding of specific healthcare matters relevant to the young people they cared for. We saw evidence of regular discussions about the needs of the individual young people and the ways in which the care provided at Kempsthorpe could be designed to meet them as well as it could be. Joint working between Kempsthorpe staff and other professionals was a routine part of the overall care for individual young people.

Healthy lifestyles were encouraged through a range of outdoor and physical activities and choosing healthy options as an integral part of the daily diet. The cook was aware of the preferences of the individual young people and sought to ensure that they always had access to favourite meals and snacks. We saw that individual young people could ask for particular versions of meals and the cook was happy to help them have plenty to eat which they enjoyed.

A system was in place to store and administer medication within the house. We saw that the system complied with relevant policies and that sufficient staff were trained as needed and new staff were provided with appropriate, up to date training.

Staff provided a range of activities intended to meet the individual preferences and interests of the young people. We saw examples of young people sharing favourite pastimes and interests both indoors and outside. Activity opportunities in the local community were used where feasible and the house had transport resources to enable this to be done.

The occupancy level of the house had been kept below the use of all the house bedrooms and this had allowed the development of an education room. This meant that young people could access educational resources and receive individual support to use them in ways which helped them to develop basic skills and improve those they already had.

Communal areas in the house were used to provide a range of activities and also to allow young people to spend time with staff and visitors when this was needed. Staff used these areas in different ways to suit the interests of the individual young people and also to allow them to develop social relationships with their peers.

Outdoor play was encouraged and staff helped young people to make the best use they could of the outdoor space. Staff demonstrated a very good level of awareness of the potential risks for individual young people and took this into account when encouraging play and sporting activities.

What the service could do better

We discussed the use of different graphic methods such as outcome stars and the use of iPads to help young people develop their weekly planners.

The information system which was used for sharing information across the provider's workforce and for storing care planning documentation was due to be developed and largely replaced. This was very much needed as the current system is time consuming and overly complicated. The provider's IT department should be consulting with staff across the organisation's residential houses to assess how the new system should be set up to properly meet the needs of the staff involved in caring for young people.

We frequently heard the service being referred to as a 'unit'. Since young people were being encouraged to feel that it was their home rather than 'a home,' it would make sense to refer to it as their house or their home or to use more domestic terminology as a way of reducing any sense of an institution.

While maintenance was routinely undertaken and repairs effected, we were aware of some items such as noisy doors which could affect the ability of young people to settle at night. We were aware that staff were taking care to minimise these effects.

While the house was well decorated and kept as tidy as possible, there were aspects of it which could be improved to make it more inviting and comfortable for the younger residents. Most communal areas had white walls and ceilings. Staff had put up pictures and added items which broke up the extensive white areas but some further redecoration could help make it more of a homely environment for the young residents given their range of needs. Some of the furniture suffered from small sticky hands and some changes to seating which was easier to keep clean would help to alleviate this.

We were aware that it was intended to develop the outdoor space as more of a play area and that discussions about this had taken place. So far this had not resulted in any significant changes having taken place. It was also intended to address potential safety issues with the front door and the close proximity of traffic in the street. At the time of the inspection this was still to be dealt with. We were aware that staff worked hard to use the external environment as effectively and safely as possible but were limited in what they could provide for activities due to the layout of the land and the limited resources which were available. The service provider should deliver the necessary resources to deal with these issues. It would benefit the young people and enhance their care if the environmental matters were promptly dealt with to accompany the very good care being developed and delivered by the service's staff and managers. We have made a recommendation about this (**see recommendation 1**).

The development of the education room and the provision of appropriate learning resources should receive attention from the provider's departments to ensure it can contribute as much as possible to the young people's

development. This is particularly important when some of the residents have only been given limited access to education placements by the provider.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service provider should carry out planned developments to ensure safety and add to the play options for the young people. This should be promptly completed and ways of making the interior environment more welcoming and appropriate for the younger residents should be considered.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "The premises have been adapted, equipped and furnished to meet my needs and wishes" (HSCS 5.16) and "My environment is secure and safe" (HSCS 5.17).

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
13 Oct 2017	Unannounced	<div>Care and support5 - Very good</div> <div>EnvironmentNot assessed</div> <div>Staffing5 - Very good</div> <div>Management and leadershipNot assessed</div>
25 Aug 2016	Unannounced	<div>Care and support5 - Very good</div> <div>EnvironmentNot assessed</div> <div>StaffingNot assessed</div> <div>Management and leadership5 - Very good</div>
30 Oct 2015	Unannounced	<div>Care and support5 - Very good</div> <div>Environment5 - Very good</div>

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Jul 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Sep 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
3 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
10 Jan 2012	Unannounced	Care and support	Not assessed
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
6 Jun 2011	Announced (short notice)	Care and support	Not assessed
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
15 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
12 Aug 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
30 Mar 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 5 - Very good
17 Dec 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
26 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
15 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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