

Rossie Youth Accommodation Services

School Care Accommodation Service

Rossie Youth Accommodation Services
Montrose
DD10 9TW

Telephone: 01674 820204

Type of inspection:

Unannounced

Completed on:

12 July 2018

Service provided by:

Rossie Young People's Trust

Service provider number:

SP2003000292

Service no:

CS2007166360

About the service

Rossie Youth Accommodation Services is provided by Rossie Young People's Trust, an incorporated association and registered charity managed by a Board of Governors.

The service is provided from three separate premises, two within the main building of Rossie and the other in a traditional detached house set in the extensive grounds of the service.

The service mission statement is:

"To provide a safe, supportive and stimulating environment in which young people can achieve their full potential, develop respect for themselves and for others and be helped to understand the attitudes and skills they will require to move back into a less restrictive setting".

This service registered with the Care Inspectorate on 8 May 2009

What people told us

Young people in all three houses were spoken with throughout the inspection. Ten young people also returned questionnaires to the Care Inspectorate prior to the inspection.

In discussion with young people most were happy with most aspects of their care (and education). Some were extremely positive about their relationships with key staff and with the progress they had made in the ways they manage difficult situations. Very positive comments were made about the opportunities to develop life skills with the throughcare service and their involvement in volunteering in the community. Young people saw these as helpful to their life after Rossie, and (alongside good exam results for some) a real advantage in future employment opportunities. Some young people felt that greater access to cars would prevent them having to wait so long to get out with staff, and that waiting for others to return before they could go out was sometimes a problem. This was discussed with the service who demonstrated that there were no issues with availability of cars.

Questionnaire responses were very mixed, and less positive than discussion with young people (which didn't raise the same issues at all). Young people had less positive responses to being asked for their views or to the strength of their relationships with staff.

In response to the question "Overall I am happy with the quality of care I get here", one responded 'strongly agree', two 'agree', three 'disagree', two 'don't know' and one 'not applicable'.

Feedback was requested from 11 social workers who had young people living at the Rossie Youth Accommodation Services. Two responded.

Both were very satisfied with the care and support provided and with the communication with themselves. They felt the young people had progressed well and developed good relationships with key staff.

Self assessment

The Care Inspectorate did not request a self assessment document to be submitted for the inspection year 2018/19.

Throughout the year the service had measured their progress in a range of ways, including the completion of a comprehensive self assessment measuring evidence and impact against the new Health and Social Care Standards.

From this inspection we graded this service as:

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

What the service does well

The service provided a very good standard of care and support.

Young people spoken with stated that they had good relationships with most, or all, of the staff team and had key staff they were comfortable talking to. Staff were encouraging and enthusiastic and supported young people to succeed.

Care and support needs were identified through initial and ongoing assessment. 'Team around the child' meetings brought the care, education and specialist interventions services (SIS) team together with the young person to share information and discuss support, outcomes and future plans. The collaborative and dynamic nature of the meetings meant decisions were clear and shared, and that everyone involved was in agreement about progress, risk and strategies of support. The SIS team provided evidence-based therapeutic interventions tailored to meet individual need.

Throughcare had developed significantly and was a real strength of the service. Opportunities to develop life skills and to be involved in volunteering were very good, and gave young people a real sense of purpose and success. Young people felt that they were better prepared for life after Rossie and were leaving with recognised awards and achievements. They also reflected that they had been supported to develop skills to manage challenging situations more positively and felt this gave them a much more hopeful outlook for their future.

Healthcare provision was good. Young people were registered with a local GP practice and supported to attend a range of healthcare appointments in the local community. Opportunities to promote physical health and wellbeing were generally good with young people supported by care staff, the SIS team and through focussed work in education on topics such as healthy eating, bullying, and a wide range of indoor and outdoor activities. A real focus was placed on kindness and compassion with young people identifying ways they could develop and promote these qualities and be mindful of their positive mental health.

Effective child protection procedures were in place. All staff received training in relation to their safeguarding responsibilities with clearly identified key staff responsible for child protection matters. There were clear links with external agencies and good information sharing with relevant stakeholders.

A positive, motivated, and skilled staff team had a shared a commitment to supporting young people to achieve positive outcomes. Staff recruitment procedures were thorough, with successfully recruited staff receiving a comprehensive practice induction programme. The newly introduced programme included use of a staff induction workbook, mentoring from experienced staff and a personal development plan and yearly appraisal and

performance review. Existing staff were well supported through team meetings, regular formal supervision and ongoing informal support from colleagues and managers. All staff had access to good quality training to enhance their practice.

The 'quality of the environment' was not assessed/graded at this inspection however it is significant to note that considerable improvement had been made to the indoor and outdoor environment. This theme was inspected for the Rossie (Secure) Service and relevant information may be accessed in that report.

What the service could do better

There were many excellent examples of innovative ways young people had been involved in their care and achieved to a high level, however further consideration could be given to how young people could develop even greater responsibility. This could include changes to the environment to create a living environment free from the restrictions of the secure setting. In some instances there continued to be some secure elements of care in the close support and residential setting.

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
31 May 2017	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
29 Sep 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
27 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
11 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Jun 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
31 Jan 2013	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
20 Jan 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 Jul 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 5 - Very good
10 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
9 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good

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