

Care Visions – Waterstone Cottage Care Home Service

Ecclesmachan
Broxburn
EH52 6NE

Telephone: 01506 830819

Type of inspection:

Unannounced

Completed on:

25 September 2018

Service provided by:

Care Visions Group Limited

Service provider number:

SP2003002569

Service no:

CS2010272284

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Waterstone Cottage is operated by Care Visions Group Ltd. This service provides residential care for one young person. It provides close support and care aimed to help vulnerable young people who, for a variety of reasons, are unable to reside with their families.

The service is provided in a single storey stone built property. The young person has their own bedroom and the public space consists of a large sitting room and a large kitchen/dining room. The cottage was a spacious, comfortable house which was being run as closely as possible to a family home. It is in a rural setting with access to local amenities and public transport.

Care Vision's Mission Statement describes the company as existing "to enhance the quality of the current and future lives of young people who are exhibiting behaviour which reflects traumatic, violent or abusive pasts, and who require high quality therapeutic residential care."

What people told us

During this inspection we spoke with the young person living at the cottage. He told us he was very happy there. He said he enjoyed the company of the staff and that they took him out to do lots of activities. He said he would like to stay there for as long as he could. He identified people who work at the cottage who are very important to him.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed their improvement plans and quality assurance systems which identified their priorities for development and how they were monitoring of the quality of the provision within the 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

The quality of care and support for young people who used this service was excellent. It was based on building positive relationships between those who lived and worked there. We saw some very good outcomes for the young person in relation to keeping themselves safe, achieving in education, improved health and making positive choices.

The young people had a care plans linked to the GIRFEC principles. The plan was based on thorough assessment of needs and clearly identified strategies the staff should use to support the young person to achieve and

engage in positive behaviours. Robust systems were in place to regularly review plans to ensure that they continued to meet the needs of the young person.

Staff helped the young person to organise routines which would help to develop self-care and independence skills. Staff provided practical help to support the young person to carry out daily chores such as cooking, doing their laundry and keeping their room clean and tidy.

Staff were very good at engaging the young person in activities both in the home and within the local community. This helped them to stay fit and also helped them to build on their social skills.

The staff were kind and caring towards the young person and were very ambitious for him. The young person enjoyed staff company and was very relaxed in his discussions with staff. The young person told us that they felt comfortable and safe living at Waterstone Cottage. Staff demonstrated appropriate understanding of child protection processes and their role in keeping young people safe.

The young person was linked to health services to enable them to access appointments and check ups as they were needed. Appropriate systems were in place to store and administer medication and staff were aware of relevant policies relating to this.

The manager had a very positive presence within the home and staff described her as very supportive.

The manager was confident in her role and had a solution based approach to problem solving. She was a very good role model who led by example.

The manager had a very good overview of the needs of the young person as well as the skills of her staff. She helped staff to use their individual skills to the benefit of the young person.

Staff morale was very good and effective communication systems were in place.

The provider had established systems for audit which were carried out effectively by the manager. A system for recording incidents was in place and the very few incidents that took place were being recorded effectively. Overview of incident records by the management team resulted in changes to risk assessments and strategies to minimise risk.

The external manager visited the home regularly offering support and keeping up to date with the life of the young person.

What the service could do better

Overall the service was operating to a very high standard.

We suggested some changes in relation to provision of medication.

When we looked at records they were occasionally written from a deficit perspective. We suggested that the manager could do some work with staff to reflect the very positive work they do with the young person and use written language in a more positive way.

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
9 Jun 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
16 Jun 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
26 Jan 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
19 Dec 2014	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
25 Mar 2014	Unannounced	Care and support 6 - Excellent Environment 5 - Very good

Date	Type	Gradings	
		Staffing Management and leadership	5 - Very good 5 - Very good
12 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
7 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good

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