

The Red House Care Home Service

29 Auchengreoch Avenue
Johnstone
PA5 0RJ

Telephone: 01505 704205

Type of inspection:

Unannounced

Completed on:

14 November 2018

Service provided by:

Young Foundations Limited

Service provider number:

SP2007009027

Service no:

CS2007149014

About the service

The Red House provides support to a maximum of five young people with complex needs. The service is located in a large detached building in a residential area in Johnstone, Renfrewshire.

The accommodation consists of -

- * Three offices (including one used as a therapy room)
- * A games room
- * Two large lounges
- * A sensory room
- * Five bedrooms (one of which is en-suite)
- * A laundry room
- * A kitchen / dining room
- * Two bathrooms
- * One shower room
- * Two cloakrooms
- * A large garden.

The service is run by Young Foundations, who also operate a number of care homes in England. At present, The Red House is their only service in Scotland. At the time of inspection, they were fully occupied, with five young people resident.

The service was formerly registered with the Care Commission before transferring its registration to the Care Inspectorate on 1 April 2011.

What people told us

We spoke with four young people during inspection. They all spoke very positively about the support they had received from staff and the level of care they had received. All young people advised they had very good relationships with all staff members, and said if they had any difficulties they would feel comfortable discussing this with any of the staff group. Comments included :

"It's a good environment to be in."

"I've learnt lots and experienced new things".

"This is one of the best places there is".

We also spoke with one relative of a young person. They advised that the "service was fantastic, and huge progress has been made".

Self assessment

The service had not been asked to complete a self assessment prior to the inspection. We looked at their own improvement plan and quality assurance paperwork in order to assess how they monitored service provision.

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 all had very good relationships with staff members. We observed interactions within the house and these were characterised by warmth, respect and appropriate use of humour. It was clear that the ethos of the service was to provide a high level of nurture to young people. There were plentiful opportunities available for residents to have individual time with their keyworkers, and support was also provided to take part in social activities both within and outwith the house.

A particular strength of the service was the commitment of staff to really get to know each young person. While at times information from social work at referral had not been comprehensive, staff had addressed this by spending a lot of time with young people and gathering information from other sources to build up a real picture of each individual's life to date. This process had culminated in staff presenting to the rest of the team each young person's background, detailing the challenges they had faced and linking this to theoretical perspectives. We felt this was an excellent initiative.

In addition, the service has access to an in-house psychologist and psychiatrist. This has proved very helpful in providing input into the initial assessments of young people, and has been instrumental in determining therapeutic work which is required for each young person. This can either take the form of direct work with the young person, work with family members or consultation for staff within the service as they work directly with young people.

There was a real sense of the service working alongside young people to progress care plans. This was evidenced by regular key team meetings taking place, which young people attended and where care plans were discussed and, if necessary, altered. Plans were all linked to the wellbeing indicators (safe, healthy, active, nurtured, achieving, respected, responsible and included) identified in the Scottish government policy Getting It Right for Every Child (GIRFEC). Young people were supported to complete assessment tools such as "the wellbeing web" to review their own progress.

We found that the service was spacious and very homely; young people had been supported to personalise their own rooms and pictures of residents past and present adorned the walls.

There was a positive culture of young people attending educational resources, with all residents in appropriate educational provision. This had represented significant progress for many young people, some of whom had previously struggled to maintain an educational placement. The provider had recently purchased a local educational resource, Mirren Park School, which may in the future allow for easier access to education provision for young people, if it was assessed that this resource would be appropriate to their needs.

Other outcomes for young people were also excellent. We noted that some young people had massively improved their mental wellbeing, while others had greatly reduced risk taking and offending behaviour. We felt these positive outcomes were directly related to the approach of the service, where strong assessments had led to appropriate intervention, carried out in a nurturing, child-centred manner. This had led young people to develop a sense of belonging within the service.

We saw excellent examples of the service "going the extra mile" to support young people. This included going to great lengths to facilitate family contact, and maintain contact with young people on a regular basis after they have moved on. The service ensured young peoples' rights were respected, and if they felt other agencies were not doing this, they would involve independent advocacy services.

The service has a highly qualified staff group; some of them are psychology graduates, and they have carried out positive therapeutic work with young people under the clinical direction of the in-house psychologist and psychiatrist. There was a real learning and development culture within the service, and this was commented on by staff we spoke with.

Supervision of staff was very regular, and it was clear from looking at records of these sessions that staff were supported to be reflective. Each member of staff had a learning and development portfolio, which was reviewed through an annual appraisal. The induction programme for new staff was comprehensive. Excellent training opportunities were available to staff, and it was clear, from reviewing the training calendar and speaking to staff, that the service uses a trauma-informed approach.

Team meetings were regular and, as well as discussing the progress of young people, also had a clear developmental focus.

Staff we spoke with all advised they felt very well supported by management of the service, who were very approachable. There is exceptional support from external management of the service, who were regular visitors to the house.

A development plan was in place for this service. This was comprehensive, with required outcomes and how these would be measured very clear.

What the service could do better

We noted a couple of minor improvements in relation to the services' paperwork. We suggested that wellbeing webs could have a narrative in place to explain the reasons for the assessment and any proposed changes to the care plan. We also found that risk assessment paperwork was completed through updates to the original paperwork, and this could lead to confusion over past and present risks.

We discussed these issues with the provider, who agreed with our observations and advised they would review paperwork in both of the identified areas.

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	
24 Nov 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
6 Dec 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent
31 Dec 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
7 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Dec 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
10 Oct 2013	Unannounced	Care and support	2 - Weak

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 2 - Weak
29 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory
8 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
19 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
18 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
5 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 4 - Good
4 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate
28 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate
26 Mar 2009	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate
8 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate

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