

Main Street Residential Children's Unit Care Home Service

231 Main Street
Bridgeton
Glasgow
G40 1QH

Telephone: 0141 276 3928

Type of inspection:

Unannounced

Completed on:

14 December 2018

Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Service no:

CS2003001065

About the service

The service is a purpose built house located in Bridgeton, in the east end of Glasgow. It was previously registered with the Care Commission and transferred its registration to the Care Inspection on 1 April 2011. It is on two levels, with one bedroom on the ground floor and the remainder of the bedrooms on the upper floor. The accommodation comprises :

- * Eight en suite bedrooms
- * Two lounges, both with televisions
- * A large dining kitchen
- * One toilet
- * One bathroom
- * An office
- * A garden at the back of the property
- * A laundry room.

The house is well presented, with staff and young people taking a pride in their environment. At the time of inspection, eight young people were resident within the service.

What people told us

We spoke with four young people during inspection. Most of them spoke positively about the support they had received, and advised they had good relationships with staff. Comments included :

"It's an alright unit, staff are sound".

"It's ok".

One young person advised their computer was broken and therefore they didn't have internet access. We discussed this with the senior on duty who advised the computer was due to be repaired.

Another young person spoke about some specific issues relating to their care plan. We liaised with the young person's advocacy worker to ensure these matters were taken forward.

At this inspection we did not speak to any family members of young people.

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

What the service does well

At the last inspection, the following recommendation was made :

The service should ensure that all staff members receive good quality formal supervision in line with the provider's own policy, and that recording of supervision is sufficiently detailed with clear action points.

We found that this recommendation had been met. There was good evidence of regular supervision, with clear action points, being provided to staff within the service.

We found that staff had developed very good relationships with most young people, and we observed interactions which were characterised by warmth. It was clear that the development of positive relationships was central to the ethos of the service. Young people were given good opportunities to spend time doing positive activities both within and outwith the house.

Young people were supported to have positive relationships with family and friends, who were encouraged to visit the house regularly. This helped to create a very natural, homely environment.

Care plans were up to date and 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).

We noted there had been very positive outcomes for a number of young people. This included significant reductions in risk taking behaviour for some young people, successful transitions home for others and very good educational attainment for the majority of residents. There was a positive culture of education being seen as very important to young people's development, and good examples of staff working well with teachers to ensure education plans were tailored to the needs of each individual young person.

Communication with agencies in other areas was also positive, particularly in terms of risk management, with good liaison with social work and mental health services to reduce risk for some young people. While we noted that, in some cases, other agencies had not provided all available relevant information to the service, the manager was pro-active in addressing any areas of concern. This led to robust safety plans for young people.

We were impressed with the staff members we spoke with, who all displayed a very child-centred, nurturing response to young people and had a very good knowledge of everyone in their care. We felt management of the service had the same ethos, and the positive approach by staff was influenced by a very good practice culture established by the manager.

All staff we spoke with advised the management of the service were supportive, but also gave them appropriate autonomy. Every staff file which we sampled had an appropriate, up-to-date performance development plan.

We found that management of the service were quick to address and challenges or performance issues amongst staff, but did this in an empowering and sensitive manner which allowed staff to feel motivated and helped them to address any underlying issues that had affected performance.

The management team were very aware of the need for young people to experience consistency, and would at times change shift teams to ensure staff experience different ways of working carried out by colleagues. Some staff commented that this had the effect of making them more rounded, knowledgeable practitioners and helped to maintain consistent ways of working with young people.

What the service could do better

While care plans were in place, there could have been much more involvement of young people in developing their plans, and more effective use of assessment tools, such as the wellbeing web, to track progress.

(Refer to recommendation 1).

We found that, in some care plans, language used could be, at times, quite negative. We advised the manager of this, and suggested it may be useful to audit files to ensure strengths based language is used at all times.

We noted that team meetings were not as regular as they could be, and also could have more of a developmental focus. While we felt the staff group were all knowledgeable and insightful, we advised the manager this could be embedded more by developing their awareness of different theories and practice models.

Feedback from stakeholders had not been sought since the last inspection, and there was no service development plan in place. We advised the manager that it was important to seek feedback, and from this put in place a plan to further improve and develop the service.

(Refer to recommendation 2).

We noted that some significant incidents, which in our opinion should have been notified to the Care Inspectorate, had not been. While the incidents themselves had been dealt with appropriately, we gave the service advice about the circumstances in which notifications should be submitted.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should ensure that young people are supported to be as fully involved as possible in developing their own care plan and reviewing their progress.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "my personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

2. The provider should seek feedback from stakeholders and, following this, develop a plan to outline how the service will continue to develop.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve" (HSCS 4.8).

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The service should ensure that all staff members receive good quality formal supervision in line with the provider's own policy, and that recording of supervision is sufficiently detailed with clear action points.

This recommendation was made on 12 February 2018.

Action taken on previous recommendation

See body of report.

Inspection and grading history

Date	Type	Gradings
12 Feb 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good

Date	Type	Gradings
1 Mar 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
16 Mar 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
9 Mar 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
11 Feb 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
24 Feb 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
18 Oct 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
29 Mar 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
10 Jun 2011	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate

Date	Type	Gradings	
14 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
14 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
16 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate Not assessed
29 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 4 - Good
4 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
9 Feb 2009	Re-grade	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 2 - Weak
1 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 2 - Weak

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