

# Broomfield Crescent Residential Children's Unit Care Home Service

14 Broomfield Crescent  
Balornock  
Glasgow  
G21 3HA

Telephone: 0141 276 8477

**Type of inspection:**

Unannounced

**Completed on:**

8 January 2019

**Service provided by:**

Glasgow City Council

**Service provider number:**

SP2003003390

**Service no:**

CS2003001070

## About the service

The service was previously registered with the Care Commission and transferred its registration to the Care Inspection on 1 April 2011. The service is a purpose built house in the Barmulloch area of Glasgow. It is on two levels. The accommodation comprises :

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

The house is very well presented, with staff and young people taking a pride in their environment. Eight young people were resident within the service at the time of inspection. The service is run by Glasgow City Council.

## What people told us

At this inspection we spoke with three young people who were resident within the service. They all advised us they had very good relationships with staff, and felt they could talk to them if they had any problems. One young person stated that "it's a good place to be".

Two young people advised us that there were some tensions relating to group living and the conduct of other young people. These issues were discussed with management and will be addressed later in the report. They also advised that they would like access to Wi Fi internet access within the house. We were advised by management of the service that this would be fitted very soon.

We also spoke with one relative of a young person. They advised that staff were very approachable and were very good at facilitating visits, including offering support if required during overnight contact.

## 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:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

We found that staff within the service had worked hard to create a very homely atmosphere within the house. Pictures of residents, both past and present, were on display. Observations of interactions between staff and young people indicated that relationships were characterised by warmth and respect.

It was clear that the importance of building positive relationships with young people was central to the ethos of the service. Staff had gone out their way to spend as much time as possible with young people, and this had aided development of these positive relationships.

There was a culture of supporting young people to become involved in positive activities, both within and outwith the house. This included facilitation of trips fishing and camping for some young people, as well as age appropriate social activities for others. Events such as pamper nights were regular occurrences within the house. Activities were evaluated, with booklets prepared for young people of the events, in order to help create and sustain positive memories.

Specific interests and talents of young people were supported, with staff able to access community based resources to facilitate these. The outcome of this approach was that it helped to develop young people's sense of belonging within the service, improved relationships with staff and promoted development of social skills.

The service promoted healthy living, with young people supported to become involved in appropriate physical activities. At the same time, healthy eating was promoted, with food nutritious and of a very high standard.

Safeguarding of young people was paramount to the service. Risk assessments were very comprehensive and were completed on a monthly basis, to ensure changes to risk were captured. Staff had a very good knowledge of the young people in their care, and were pro-active at working with young people and their family and friends to ensure they were safe. We found that the levels of risk for a number of young people had reduced since they became resident within the service.

We found that care plans for young people were of a very good standard. They were 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 fully involved in developing their own care plans, with staff working with them to review their own progress towards identified outcomes through completion of the assessment tool the wellbeing web.

While we noted that education plans for some young people had encountered difficulties, it was clear that staff were pro-active at addressing any problems, including looking at alternative educational provision if necessary.

The staff group were very supportive of young people and each other, as evidenced by their willingness to cover extra shifts in the event of annual leave or sickness. The manager of the service was aware of the need to balance this to ensure staff had adequate rest. The benefit of this approach was that it ensured consistency of care for young people, who were cared for at all times by people they were familiar with.

Consistent care was further supported by regular weekly team meetings, which spoke about the needs of all young people. We observed one of these team meetings and were impressed by how comprehensive it was. All meetings were recorded with clear action points and responsibilities identified.

We found that a learning culture was present within the service. A recent team development day had focussed on trauma informed care, and there was clear indications that this had been beneficial and staff were practising in a trauma informed manner.

All staff we spoke with advised they felt the manager of the service was very supportive and approachable. The manager had also worked well with staff to ensure they developed their practice and could work as autonomously as possible, while still being aware of when risks needed to be shared and discussed with management.

## What the service could do better

We noted that some young people had been placed with the service when it was acknowledged they needed a different resource with more intensive support and higher staffing ratios. We felt there had been unnecessary delays in identifying alternative placements, and the impact of this had been negative both for the young people involved and other residents, as there had been some behavioural issues linked to the fact the placement was not appropriate. We raised our concerns around this with the manager and external manager of the service.

We noted that some significant incidents, which in our view should have been notified to the Care Inspectorate, had not been. We discussed this with the manager and offered advice around this.

## 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](http://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

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings								
27 Feb 2018	Unannounced	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	6 - Excellent	Management and leadership	Not assessed
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Environment	Not assessed									
Staffing	6 - Excellent									
Management and leadership	Not assessed									
1 Mar 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	6 - Excellent
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Date	Type	Gradings
		Management and leadership 5 - Very good
4 Feb 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
25 Feb 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
5 Sep 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
2 Jun 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
16 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
30 Aug 2010	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
16 Mar 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
1 Dec 2009	Announced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	Not assessed
3 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
21 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good

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