

# Montgomery Place Care Home Service

4 Montgomery Place  
Kilmarnock  
KA3 1JB

Telephone: 01563 543926

**Type of inspection:**

Unannounced

**Completed on:**

13 December 2018

**Service provided by:**

East Ayrshire Council

**Service provider number:**

SP2003000142

**Service no:**

CS2004084228

## About the service

Montgomery Place was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Montgomery Place is a four bedded care home for young people located in a residential area of Kilmarnock. The service is relatively close to the resources and amenities of Kilmarnock town centre.

The service has an aims and objectives document which states 'Montgomery Place offers young people an intensive residential experience supplemented by educational support which will aim to link them back into mainstream education provision either in school, work or vocational education'.

At the time of the inspection, four young people were using the service.

## What people told us

We spoke with two of the young people during the inspection and received comments from four young people in our questionnaires.

The young people we spoke with had positive opinions of the staff and the service. Some young people were very positive about the service and appreciative of the support from staff in assisting them achieve their goals.

Some young people had returned our questionnaires and had provided comments that were less positive. We were unable to speak with these young people, however we explored some of the issues raised in the comments and are satisfied these were addressed during the inspection.

Social workers told us of very good levels of communication from staff and of the regular updates they reviewed on the young people's progress or any issues they experienced.

One social worker commented on the very good support one young person had received that has resulted in positive outcomes relating to identity, health, future prospects in work and transition to independence. Social workers also spoke of the positive approach of staff in developing trusting relationships with young people and in providing very good levels of nurturing care. These positive relationships were accredited with having enabled young people to trust in staff and to express their needs where previously they had not.

## Self assessment

A self assessment was not requested from the service for this inspection year.

## From this inspection we graded this service as:

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

## What the service does well

We found that the service staff were providing a very good level of care to young people. We found major strengths in the service in supporting positive outcomes for people. Young people were experiencing very good outcomes in relation to health, education and wellbeing.

The young people's health was a priority for the service staff and there were positive outcomes being achieved to this well being indicator. We heard from young people and staff of staff's adaptability in developing strategies to support young people; for example in modelling attendance at health appointments to encourage young people to attend.

Young people's hygiene was improving, their sleep patterns becoming more regular, a more varied diet being provided and accepted and stimulating physical and recreational activities being accessed. These improvements in health and wellbeing were reflected in positive school attendance and progress in working toward more positive behaviours.

Through nurturing approaches of consistent staff support, positive relationship building and good solid routines the young people were responding to staff advice and adhering to positive boundaries.

Where concerns for some young people had been at higher levels, a committed staff group were advocating strongly for young people to ensure they received the right help at the right time. In the presence of challenges the service staff successfully accessed the appropriate supports for the young people. The safety of young people was being assured through multiagency partnership working, good effective communication and the adherence to care plans. Risks presented too and by young people were assessed and effective management strategies were identified. These strategies were being regularly reviewed and amended when necessary.

The young people residing in Montgomery Place were achieving in education or training / employment and were being supported to reflect on and progress toward addressing behaviours that had been problematic for them previously. The young people who were still of school age were attending daily and progressing well through their education plan.

Some young people had successfully transitioned to more independent living whilst still in receipt of staff support if required.

Changes to the use of space had occurred since the previous inspection. This had resulted in a very good environment at Montgomery house which was well configured to provide each young person with their own rooms, a large lounge, second lounge area and education / games room. This later space was equipped with specific furniture and equipment which reflected the young people's interests.

We learned from staff that these changes had led to a more settled environment within the house.

The service building therefore provided a safe and secure living environment that was well decorated and finished to provide a homely environment that also offered therapeutic space.

Young people we spoke with were pleased to show us their rooms and we found well maintained private living spaces which were decorated to young people's personal preference and decorated with items specific to their personality and identity.

## What the service could do better

We found there were very few areas for improvement and those that did exist we considered would have a minimal adverse impact on people's experiences and outcomes.

The service provider was in the process of moving its recording systems to be more contained within its internal IT systems. We found that in doing this some young people's information was not being recorded efficiently and that there were some gaps in the recording systems.

We identified one particular process that did not effectively meet young people's needs in terms of recording incidents. The recording format did not appear conducive to effective and efficient recording of child care incidents. We have made a recommendation in relation to this matter.

We discussed the young people's records more generally with management; who recognised that whilst they had processes in place some gaps had emerged. We found that some young people's care plans as recorded lacked detail in their content and that we considered young people would benefit from care plans being less generic and more person centred. We accept that the service staff and manager will look to address this through their auditing systems and we will look at this matter during the next inspection.

We found that although young people had met with a Who Cares? Scotland worker this was not on a regular and planned way. We were informed that the service provider was addressing this matter and we will look at this during the next inspection.

The service had considered how to safely provide wifi to young people and had not to date resolved this. However, we discussed the feasibility of internet connections for young people and this was requested of the service provider by the manager. This will offer staff good opportunities to further educate young people in internet safety and we will look at this matter during the next inspection.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The service provider East Ayrshire Council should review the current format of their residential house incident forms to ensure they are conducive to effective and efficient recording of child care incidents.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that -

2.25 I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions and

4.27 I experience high quality care and support because people have the necessary information and resources.

## 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								
5 Jan 2018	Unannounced	<table border="0"> <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>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	Not assessed									
6 Dec 2016	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	4 - Good	Staffing	Not assessed	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	4 - Good									
Staffing	Not assessed									
Management and leadership	Not assessed									
4 Dec 2015	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good						
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Date	Type	Gradings
		Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
14 Oct 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
25 Sep 2013	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
10 Jan 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
10 Aug 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
27 Feb 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
3 Jun 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
20 Dec 2010	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
13 Jul 2010	Announced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 6 - Excellent Not assessed
3 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
23 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good
27 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
4 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 4 - Good

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